STIC Search Report
EIC 2100

STIC Database Tracking Number: 144977

TO:	From:
Michael B Holmes Location: RND 5A49 Art Unit : 2121 Thursday, February 24, 2005 Case Serial Number: 09/992406	Geoffrey St. Leger Location: EIC 2100 Randolph-4B31 Phone: 23450 geoffrey.stleger@uspto.gov

Search Notes

Dear Examiner Holmes,

Attached please find the results of your search request for application 09/992406. I searched Dialog's patent files, technical databases and general files; along with the Internet.

Please let me know if you have any questions.

Regards,

Geoffrey St. Leger
4B30/308-7800

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(72) Inventor; and

(75) Inventor/Applicant *(for US only)*: O'BRIEN, Kenneth [CA/US]; 684 Broadway, New York, NY 10012 (US).

(74) Agents: LEASON, David et al.; Darby & Darby P.C., 805 Third Avenue, New York, NY 10022-7513 (US).

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Published:
— *Without international search report and to be republished upon receipt of that report.*

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

WO 01/30010 A2

(54) Title: A SYSTEM AND METHOD FOR ONLINE SCHEDULING AND SHIFT MANAGEMENT

(57) Abstract: A method for centrally creating a schedule for a group of company employees who may be geographically dispersed. The system operates over a distributed network thereby providing communication among employees and other data sources. The scheduling system assigns the employees to shifts while accommodating numerous factors including staffing requirements, employee preferences, and optimal settings based on forecasting. Forecasts derived from information concerning factors outside the company constitute extrinsic influences on the schedule generated according to the invention.

A SYSTEM AND METHOD FOR ONLINE SCHEDULING AND SHIFT MANAGEMENT

BACKGROUND OF THE INVENTION

Among known employee and workforce management systems used for scheduling and managing personnel are systems designed to support telephone call centers. Such systems typically include a basic planning capability to enable a manager to forecast future call loads and employee requirements to service such loads. Some of these systems provide a scheduling capability which allocates employee work hours according to forecasted staffing requirements. Employees are assigned to fill the schedules and employee assignments are posted.

Conventional forecasting techniques are computationally-efficient, accurate on a macro scale, e.g., month-to-month, and to a limited degree, able to accommodate real-time changes in call volumes over a more dynamic period, e.g., every half hour. However, such forecasting techniques have not accommodated data other than historic data of similar schedule sessions.

Known workforce management systems do not account for the many factors that can influence workload demands and forecasting. Among such factors are weather, traffic, and the stock market. As a result, the forecasting provided by such systems is subject to dramatic workforce shortage and over-supply in the event that an extrinsic event influences a region covered by the company using such a system. Further, workforce management systems in the prior art fail to effectively include dynamic employee preferences in the scheduling process and do not permit an employee to post a proposed change to his or her schedule.

What is needed in the art and has not been available is a scheduling system and method which dynamically incorporates extrinsic data. What is further needed in the art is a system and method which allow employees remote access to receive scheduling information and post proposed changes to the schedule. The present invention satisfies these and other needs.

SUMMARY OF THE INVENTION

The present invention provides a system and method for generating schedules at a central location based on information received from a number of distributed sources. The system and method assign the employees to shifts to fill a schedule template while complying with any business and employee constraints that have been specified. Among particular features, the schedules that are generated can accommodate employee preferences such as shift requests, leave requests and shift swapping. In a particularly preferred form, the present invention enables managers to conduct auctions to fill popular shifts and reverse auctions to fill unpopular shifts. The system also can forecast workloads and incorporate the forecast results into the schedule template to generate a more efficient schedule.

In accordance with one embodiment of the present invention, a method for centrally creating a schedule is described for use in connection with a distributed network of the type which includes a host server and at least one first client side machine. In this method, schedule requirements provided by the first client side machine through the distributed network are processed, for example, at the host server. A schedule is then constructed in accordance with the processed schedule requirements. A plurality of extrinsic sources provide further information to the host server through the distributed network. The schedule is revised in accordance with any further information that is received, and the revised schedule is made available to each of the first client side machines that are connected in the distributed network.

In further aspects of this first embodiment, an optimal shift pattern or optimal staffing requirement can be determined for the schedule. In a particularly preferred embodiment, the host server communicates with one or more second client side machines which can provide shift requests to the host server. Any such shift requests from the second client side machines can be accompanied by a bid which is used by the host server to select among multiple shift requests in an auction-like process.

In accordance with another embodiment of the invention, a method for centrally creating a schedule is disclosed for use in a distributed network of the type which includes a host server, a first client side machine, and a plurality of second client side machines. In this method, scheduled requirements are received from the first client side machine through the distributed network and are processed, for example, by the host server. In

WHAT IS CLAIMED IS:

1. In a distributed network of the type including a host server and a first client-side machine, a method for centrally creating a schedule which accommodates an extrinsic influence comprising the steps of:

(a) processing schedule requirements provided from the first-client side machine through the distributed network;

(b) constructing the schedule in accordance with the processed schedule requirements;

(c) processing further information at the host server received through the distributed network from at least one of a plurality of extrinsic sources;

(d) revising the constructed schedule in accordance with the further information received; and

(e) making the revised schedule accessible to the first-client side machine.

2. The method as in claim 1, including the steps of:

receiving the information from at least one of the extrinsic sources at intervals through the distributed network;

processing said information to generate optimal shift patterns; and

updating the schedule requirements to reflect the optimal shift patterns.

3. The method as in claim 2, wherein said information includes weather conditions.

4. The method as in claim 1, including the steps of:

receiving the information from at least one of the extrinsic sources at intervals through the distributed network;

processing said information to generate optimal staffing requirements; and

updating the schedule requirements to reflect the optimal staffing requirements.

5. The method as in claim 1, including the additional steps of:

receiving schedule requirements from the first client-side machine, the schedule requirements including business parameters and employee data; and

creating a rule base defining relationships between the business parameters and the employee data.

6. The method as in claim 5, wherein the step of constructing the schedule comprises:

applying a schedule template to the employee data in accordance with the business parameters and rule base.

7. The method as in claim 1, wherein the distributed network further includes a second client-side machine, the method including the additional step of:

conveying data between the second client-side machine and the host server in accordance with predetermined permissions.

8. The method as in claim 7, wherein the data conveyed from the host server to the second client-side machine is done in one of real-time and batch-processing mode.

9. The method as in claim 7, including the additional steps of:

receiving a shift request from the second client-side machine through the distributed network;

verifying the received shift request using the schedule requirements;

revising the schedule in accordance with the verified shift request; and

conveying a response to the second client-side machine through the distributed network in response to the shift request.

10. The method as in claim 9, including the additional steps of:

sending the verified shift request to the first client-side machine through the distributed network;

awaiting receipt of a status-flag from the first client-side machine through the distributed network; and

upon receipt of the status-flag, revising the schedule on the condition that the verified shift request is approved.

11. The method as in claim 9, including the additional steps of:

receiving a point bid together with the shift request from the second client-side machine;

verifying the received point bid using a predetermined point bidding criteria;

storing the verified point bid and the shift request at the host server;

receiving an end-auction flag from the first client-side machine through the distributed network;

upon receipt of the end-auction flag, revising the schedule on the condition that the shift request is approved; and

sending a response to the second client-side machine in response to the point bid.

12. The method as in claim 9, including the additional steps of:

receiving a wage bid together with the shift request from the second client-side machine;

verifying the received wage bid using a predetermined wage bidding criteria;

storing the verified wage bid and the shift request at the host server;

receiving an end-auction flag from the first client-side machine through the distributed network;

upon receipt of the end-auction flag, revising the schedule on the condition that the shift request is approved; and

sending a response to the second client-side machine in response to the wage bid.

13. The method as in claim 7, including the steps of:

receiving a swap-shift request from the second client-side machine through the distributed network;

confirming the existence of a corresponding swap-shift request in a database;

verifying that the confirmed swap-shift request fits the schedule requirements of the schedule;

revising the schedule in accordance with the verified swap-shift request; and

sending a response to the second client-side machine through the distributed network in response to the swap-shift request.

14. In a distributed network of the type including a host server, a first client-side machine and a plurality of second client-side machines, a method for centrally creating a schedule comprising the steps of:

(a) processing schedule requirements received from the first-client side machine through the distributed network;

(b) processing schedule requirements received from one or more of the plurality of second-client side machines through the distributed network;

(c) constructing the schedule in accordance with the processed schedule requirements;

(d) processing further information at the host server received through the distributed network from one or more of the second client-side machines;

(e) revising the constructed schedule in accordance with the further information; and

(f) making the revised schedule accessible to the first-client side machine and one or more of the second client-side machines.

15. The method as in claim 14, including the additional steps of:

receiving schedule requirements from the first client-side machine, the schedule requirements including business parameters and employee data;

creating a rule base defining relationships between the business parameters and the employee data; and

constructing the schedule by applying a schedule template to the employee data in accordance with the business parameters and rule base.

16. The method as in claim 15, including the additional steps of:

receiving a shift request from a specific second client-side machine through the distributed network;

verifying the received shift request using the schedule requirements;

revising the schedule in accordance with the verified shift request; and

sending a response to the specific second client-side machine through the distributed network in response to the shift request.

17. The method as in claim 16, including the additional steps of:

sending the verified shift request to the first client-side machine through the distributed network;

awaiting receipt of a status-flag from the first client-side machine through the distributed network; and

upon receipt of the status-flag, revising the schedule on the condition that the verified shift request is approved.

18. The method as in claim 16, including the additional steps of:

receiving a point bid together with the shift request from one of the second client-side machines;

verifying the received point bid using a predetermined point bidding criteria;

storing the verified point bid and the shift request at the host server;

receiving an end-auction flag from the first client-side machine through the distributed network;

upon receipt of the end-auction flag, revising the schedule on the condition that the shift request is approved; and

sending a response to the one second client-side machine in response to the point bid.

19. The method as in claim 16, including the additional steps of:

receiving a wage bid together with the shift request from one of the second client-side machines;

verifying the received wage bid using a predetermined wage bidding criteria;

storing the verified wage bid and the shift request at the host server;

receiving an end-auction flag from the first client-side machine through the distributed network;

upon receipt of the end-auction flag, revising the schedule on the condition that the shift request is approved; and

sending a response to the one second client-side machine in response to the wage bid.

20. The method as in claim 15, including the steps of:

receiving a swap-shift request from one of the second client-side machines through the distributed network;

confirming the existence of a corresponding swap-shift request in a database;

verifying that the confirmed swap-shift request fits the schedule requirements of the schedule;

revising the schedule in accordance with the verified swap-shift request; and

sending a response to the one second client-side machine through the distributed network in response to the swap-shift request.

File 347:JAPIO Nov 1976-2004/Oct(Updated 050208)
(c) 2005 JPO & JAPIO
File 350:Derwent WPIX 1963-2005/UD,UM &UP=200512
(c) 2005 Thomson Derwent

Set	Items	Description
S1	3184	(WORK OR WORKFORCE OR LABOR OR TASK? ? OR JOB? ?)(1W)MANAG?
S2	46896	CONTRACTOR? ? OR JANITOR? OR DAY()LABORER? ? OR (SUPPORT OR MAINTENANCE OR CLEANING)()(STAFF OR PERSONNEL OR WORKER? ? OR CREW? ? OR WORKFORCE) OR EMPLOYEE? ? OR WORKER? ?
S3	3294	SCHEDUL???(5N)(WORK OR LABOR OR TASK? ? OR JOB? ?)
S4	262	SCHEDUL???(5N)S2
S5	12469	(WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(ICON? ? OR SYMBOL? ? OR IMAGE? ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PHOTO? ? OR PHOTOGRAPH? ?)
S6	483058	SERVER? ? OR NETWORK?? OR WAN OR LAN OR DISTRIBUTED()(COMMUNICATION OR MEDIA OR MEDIUM)
S7	55344	(CREAT??? OR PRODUC? OR GENERAT? OR INPUT??? OR SUBMIT? OR ENTER??? OR ASSIGN? OR DESIGNAT?)(7N)(WORK OR LABOR OR TASK? ? OR JOB? ?)
S8	391	(WORK OR TASK OR JOB)()ORDER? ?
S9	3239	(STATUS OR TRACK???)(7N)(WORK OR TASK? ? OR JOB? ?)
S10	76	S1 AND S3:S4 AND S6
S11	42	S10 AND (S2 OR S7:S9)
S12	13	S11 AND AC=US/PR
S13	11	S12 AND AY=(1970:2001)/PR
S14	17	S11 AND PY=1970:2001
S15	23	S13:S14
S16	1	S10 AND S5
S17	24	S15:S16
S18	104	S3:S4 AND S5
S19	57	S18 AND (S1:S2 OR S6:S9)
S20	57	S19 NOT S11
S21	24	S20 AND AC=US/PR
S22	19	S21 AND AY=(1970:2001)/PR
S23	36	S20 AND PY=1970:2001
S24	40	S22:S23
S25	9	S1 AND S3:S4 AND S5
S26	0	S25 NOT (S11 OR S20)
S27	323	(S1 OR S3:S4) AND S5
S28	13	S27 AND S2
S29	136	S27 AND S7:S9
S30	129	S27 AND S7
S31	11	S27 AND S8:S9
S32	23	S28 OR S31
S33	14	S32 NOT (S11 OR S20)
S34	5	S33 AND AC=US/PR
S35	3	S34 AND AY=(1970:2001)/PR
S36	7	S33 AND PY=1970:2001
S37	8	S35:S36
S38	123	(WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(INSTRUCTIONS OR DIRECTIONS OR GUIDELINE? ?)(7N)(ICON? ? OR SYMBOL? ? OR IMAGE? ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PHOTO? ? OR PHOTOGRAPH? ?)
S39	5	(S1 OR S3:S4) AND S38
S40	2	S39 NOT (S11 OR S20 OR S33)

17/5/2 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO

07063289 **Image available**
LABOR MANAGEMENT SYSTEM

PUB. NO.: 2001-290927 [JP 2001290927 A]
PUBLISHED: October 19, 2001 (**20011019)**
INVENTOR(s): ISHII MASAYORI
APPLICANT(s): ISHII MASAYORI
APPL. NO.: 2000-103317 [JP 2000103317]
FILED: April 05, 2000 (20000405)
INTL CLASS: G06F-017/60; G07C-001/00

ABSTRACT

PROBLEM TO BE SOLVED: To manage the service state of an **employee** required for outside work in real time.

SOLUTION: A manager refers to **work schedules** and member skills in a member database 241 in a management site 2 to indicate service contents to an **employee** required for outside work, who is appropriate to execution of the work, through an E mail or the like. When the **employee** required for outside work calls a subscriber telephone set 22 from a PHS terminal 4 at the time of starting the work in a place of service, a management site 2 retrieves a database on the basis of the telephone number of the terminal 4 to specify the call originator. The management site 2 retrieves the position of the terminal 4 from a PHS position information **server** 3 through the Internet 1 and displays this position in a map displayed on the monitor screen of a personal computer 21. The **employee** required for outside **work inputs** required information from the terminal 4 by keys in accordance with a voice indication from the telephone set 22, and the management site 2 stores the call originator, the time, the position, the work classification, and the work start (end) in a work database 242. Thus his or her service state is detected in real time.

17/5/3 (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO

06890460 **Image available**
SCHEDULE MANAGING SYSTEM

PUB. NO.: 2001-117969 [JP 2001117969 A]
PUBLISHED: April 27, 2001 (**20010427)**
INVENTOR(s): SAITO HITOSHI
APPLICANT(s): FUJI PHOTO FILM CO LTD
APPL. NO.: 11-293609 [JP 99293609]
FILED: October 15, 1999 (19991015)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To periodically or non-periodically report the progress conditions or the like of a task only to the previously registered report destination of the **task** .

SOLUTION: The **schedule** managing system is composed of a **server** 10 for unitarily managing schedule information and at least one client PC 20 connected through a **network** to this **server** 10 and when the progress conditions of respective tasks are reported from persons in charge of these tasks through the client PC 20 for each of **tasks** , the **server** 10 enters the progress conditions of **tasks** on a **task** progress **managing** table. Besides, the **server** 10 checks a **task managing** table, on which work

information containing the date of **work** start and a work period is **entered** for each of **tasks** , and the **task** progress **managing** table and periodically or non-periodically reports the progress conditions of respective tasks only to the client PC 20 of the report destination registered on a task progress report destination managing table.

17/5/4 (Item 4 from file: 347)
DIALOG(R)File 347:JAPIO

05738200 **Image available**
LINKING SYSTEM OF **WORK** FLOW SYSTEM AND **SCHEDULING** SYSTEM

PUB. NO.: 10-021300 [JP 10021300 A]
PUBLISHED: January 23, 1998 (**19980123**)
INVENTOR(s): SAKAGUCHI TAKASHI
UENO KOICHI
KUWABARA HIROSHI
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 08-172284 [JP 96172284]
FILED: July 02, 1996 (19960702)
INTL CLASS: [6] G06F-017/60; G06F-013/00
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 45.2 (INFORMATION PROCESSING -- Memory Units)

ABSTRACT

PROBLEM TO BE SOLVED: To make a working processing smooth by linking a work flow system added with the processing time limit of a work and the priority of the **work** and each user's **schedule** system with each other.
SOLUTION: The computer 205 of a **server** is one or plural computers for a **server** , and the work flow system 211 is provided with a work flow engine 206 managing the user of a **work** flow and the assignment of the **work** to the user and a **schedule** inquiring part 207 for the giving/receiving of the **schedule** system 208. Then the **work** flow engine 206 reads a **work** flow **managing** table 209. In this case the work flow engine 206 inquires a user's schedule to the schedule system 208 through the schedule inquiring part 207 and reads the schedule of the user of an asking destination from a schedule managing table 210.

17/5/6 (Item 6 from file: 347)
DIALOG(R)File 347:JAPIO

05570855 **Image available**
SYSTEM AND METHOD FOR MANAGING WORK FLOW

PUB. NO.: 09-185655 [JP 9185655 A]
PUBLISHED: July 15, 1997 (**19970715**)
INVENTOR(s): ISE HIROTOSHI
HINO MASATOSHI
NAKAOKA MASAKI
SUZAKI TOMOKO
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 08-000514 [JP 96514]
FILED: January 08, 1996 (19960108)
INTL CLASS: [6] G06F-017/60; G06F-013/00; H04L-012/28
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 44.3 (COMMUNICATION -- Telegraphy); 45.2 (INFORMATION PROCESSING -- Memory Units)

ABSTRACT

PROBLEM TO BE SOLVED: To provide a system and method for managing work flow

with which a document can be delivered to the circulation destination place (working place) of a **worker** according to the **schedule** of that **worker** even when that place is changed.

SOLUTION: Based on word flow definition information 1-2, etc., a **work** flow **manager** 101 manages the state transition of flow data. A user manager 1-3 controls the distribution of flow data to users. A schedule manager 1-5 (such as time management 107 and destination management 1-8) manages the working places of respective **workers** while utilizing **schedule** information 1-6. A transmission tray manager 1-11 transfers document information, etc., to a designated **server** while referring to the information from the schedule manager 1-5. A reception tray manager 2-1 at the destination **server** 2 receives the transferred document information, etc., and distributes it to the trays of users. A time manager 2-2 manages the handling of tray information according to time information.

17/5/9 (Item 1 from file: 350)

016754760 **Image available**
WPI Acc No: 2005-079038/200509
XRPX Acc No: N05-069419

Work order managing **system for use in utility company, has scheduling system utilized during scheduling meeting to assist in making** scheduling **determinations and to update** work order **data in database management system**

Patent Assignee: BRADFORD D L (BRAD-I)
Inventor: BRADFORD D L
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20040260668	A1	20041223	US 2001286967	P	20010430	200509	B
			US 2001892474	A	20010628		

Priority Applications (No Type Date): US 2001286967 P 20010430; US 2001892474 A 20010628
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20040260668	A1		16	G06F-007/00	Provisional application US 2001286967

Abstract (Basic): US 20040260668 A1

NOVELTY - The system has a database management system (104) coupled to a **work - order** entry computer for storing **work - order** information related to a set of **work - orders** . A time-estimate for completing the **work -- orders** is determined and a priority is **assigned** to the orders. A scheduling system is used during scheduling meeting to assist in making **scheduling** determinations and to update **work order** data in the management system.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(A) a method for managing **work order scheduling** using priorities

(B) a system for priority-based **work order scheduling**

(C) a method for priority-based **work order scheduling**

(D) a system for priority based scheduling of telephone company orders.

USE - Used for managing a **work order** using a priority in a utility company that provide a service e.g. telecommunication capability, electric power, natural gas, or cable television.

ADVANTAGE - The scheduling system that assists in making **scheduling** determinations and updates **work order** data, provides an ability to manage, update and track engineer`s use of priorities. The ability to manage engineer`s use or priorities reduces the need for **scheduled** meetings. The updation of the **work order** data provides little or no loss of knowledge due to inaccurate or incomplete notes.

DESCRIPTION OF DRAWING(S) - The drawing shows a schematic diagram of a system for priority based **work order scheduling** .

Computer (102)
Database management system (104)
Web browser (106)
Web **server** (108)
Unix **server** (110)
pp; 16 DwgNo 1/8
Title Terms: WORK; ORDER; MANAGE; SYSTEM; UTILISE; COMPANY; SCHEDULE; SYSTEM; UTILISE; SCHEDULE; ASSIST; SCHEDULE; DETERMINE; UPDATE; WORK; ORDER; DATA; DATABASE; MANAGEMENT; SYSTEM
Derwent Class: T01
International Patent Class (Main): G06F-007/00
File Segment: EPI

17/5/10 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX

015442193 **Image available**
WPI Acc No: 2003-504335/200347
XRPX Acc No: N03-400489
Facility work **management system, has central management** server generating work schedule **for user selected to perform** work schedule **at facility and client device to display** work schedule **to user**
Patent Assignee: JOHNSON DIVERSEY INC (JOHS); GARDNER CARTON & DOUGLAS LLC (GARD-N)
Inventor: ADAMS C; BLENKHORN T E; KALANTAR S J; ZIMMERMAN C W
Number of Countries: 102 Number of Patents: 006
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030088534	A1	20030508	US 2001992406	A	20011105	200347	B
WO 200341003	A1	20030515	WO 2002US35343	A	20021104	200347	
EP 1442419	A1	20040804	EP 2002802840	A	20021104	200451	
			WO 2002US35343	A	20021104		
BR 200213577	A	20040824	BR 200213577	A	20021104	200458	
			WO 2002US35343	A	20021104		
AU 2002363475	A1	20030519	AU 2002363475	A	20021104	200464	
KR 2004066804	A	20040727	KR 2004706825	A	20040504	200475	

Priority Applications (No Type Date): US 2001992406 A 20011105
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030088534	A1		62	G06E-001/00	
WO 200341003	A1	E		G06K-009/36	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
Designated States (Regional): AT BE BG CH CY CZ DE DK EA EE ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SK SL SZ TR TZ UG ZM ZW

EP 1442419	A1	E		G06K-009/36	Based on patent WO 200341003

Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR

BR 200213577	A			G06K-009/36	Based on patent WO 200341003
AU 2002363475	A1			G06K-009/36	Based on patent WO 200341003
KR 2004066804	A			G06F-017/00	

Abstract (Basic): US 20030088534 A1
NOVELTY - The central management **server** (130) receives data including tasks to be performed at a facility (110). The **server generates** a **work schedule** for a user selected to perform the **work schedule** at the facility. A client device receives the **work schedule** from the **server** through a wide area **network** and displays the schedule to the user through an electronic management interface (112).
DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for ;

(1) a method for managing work at a facility.
(2) a fixed location interface unit.
(3) a central management **server** .
(4) a **work management** database system.
USE - Used for providing **work management** services for customer facilities.
ADVANTAGE - The system allows a common profile of tasks to be applied across multiple entities, thereby allows a high level user to quickly and easily modify the profile applied to the entities. The system provides a flexible communication channel between remote users and central management that can be readily adapted to a variety of users.
DESCRIPTION OF DRAWING(S) - The drawing shows **network** architecture for providing facility **work management** system.
Facility (110)
Electronic management interface (112)
Central management **server** (130)
pp; 62 DwgNo 1/33
Title Terms: FACILITY; WORK; MANAGEMENT; SYSTEM; CENTRAL; MANAGEMENT; SERVE ; GENERATE; WORK; SCHEDULE; USER; SELECT; PERFORMANCE; WORK; SCHEDULE; FACILITY; CLIENT; DEVICE; DISPLAY; WORK; SCHEDULE; USER
Derwent Class: T01
International Patent Class (Main): G06E-001/00; G06F-017/00; G06K-009/36
International Patent Class (Additional): G06E-003/00; G06F-015/18; G06G-007/00; G06N-005/02; H03M-007/30
File Segment: EPI

17/5/11 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX

015050616 **Image available**
WPI Acc No: 2003-111132/200310
XRPX Acc No: N03-088441
Construction process management method involves managing documents and communications associated with completion of construction tasks
Patent Assignee: ATUB INC (ATUB-N)
Inventor: KROEGER D E
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20020165723	A1	20021107	US 2000745633	A	20001223	200310	B

Priority Applications (No Type Date): US 2000745633 A 20001223
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020165723	A1		30	G06F-017/60	

Abstract (Basic): US 20020165723 A1
NOVELTY - A database of tasks related to project preliminaries, finance, site acquisition, building design, construction, and final occupancy, is **generated** . Documents required for completion of the **tasks** and the communications associated with the completion of the **tasks** are **managed** .
DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:
(1) Computer program product for managing construction process; and
(2) Construction process management system.
USE - For managing construction process of residential buildings, offices, hotels, motels, commercial and religious buildings, educational institution, hospital, railroads, electric light, gas and petroleum pipelines, highway, street, military facility, sewer system, and water supply facility, through Internet, **LAN** and **WAN** .
ADVANTAGE - Integrates **scheduling** of **tasks** with many other standard A/E/C system functions such as estimating, bidding, document management, budgeting and accounting, without requiring architects,

engineers and sub- **contractors** to learn additional web ASP applications.

DESCRIPTION OF DRAWING(S) - The figure illustrates the process for scheduling and document management integration.

pp; 30 DwgNo 1/12

Title Terms: CONSTRUCTION; PROCESS; MANAGEMENT; METHOD; MANAGE; DOCUMENT; COMMUNICATE; ASSOCIATE; COMPLETE; CONSTRUCTION; TASK

Derwent Class: T01; X25

International Patent Class (Main): G06F-017/60

File Segment: EPI

17/5/13 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

014929066 **Image available**

WPI Acc No: 2002-749775/200281

XRPX Acc No: N02-590453

Online work order management **system for use in information technology organization, notifies customers about changes in** work order **when vendors** schedule **the** work **based on** work orders

Patent Assignee: MILES J (MILE-I)

Inventor: MILES J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20020111842	A1	20020815	US 2001781057	A	20010209	200281	B

Priority Applications (No Type Date): US 2001781057 A 20010209

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020111842	A1		85	G06F-017/60	

Abstract (Basic): US 20020111842 A1

NOVELTY - The customers access a central database by logging-on with a proper ID and **create work orders** for vendors. The vendors schedule the **work** based on accessed **work orders** and simultaneously notify the customers about the changes in the **work order** , as estimated completion dates and/or equipment or material changes.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for online private **work order** system.

USE - For management of the **work orders** in information technology (IT) organizations using internet.

ADVANTAGE - Provides the vendors the power and flexibility of a full power **work order management** system **network** by using internet. Allows the vendors and customer to interact on several levels. Provides the customer to see what equipment is being used in the **work order** and obtain details of previous and present **work orders** , so the **work order** of the organizations can be managed efficiently with low cost. The vendors are also allowed to schedule preventive maintenance on a regular basis.

DESCRIPTION OF DRAWING(S) - The figure shows the customer login screen.

pp; 85 DwgNo 1/121

Title Terms: WORK; ORDER; MANAGEMENT; SYSTEM; INFORMATION; TECHNOLOGY; ORGANISE; NOTIFICATION; CUSTOMER; CHANGE; WORK; ORDER; VENDING; SCHEDULE; WORK; BASED; WORK; ORDER

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

17/5/14 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

014604628 **Image available**
WPI Acc No: 2002-425332/200245
XRPX Acc No: N02-334457
Real time employee **deployment method for amusement park, involves processing input from** employee **to generate queue for actively deploying** employees **relevant to location and needs of work area**
Patent Assignee: HUNTER D S (HUNT-I); ROSE G A (ROSE-I); SCHOTT J (SCHO-I); SYPKO T (SYPK-I)
Inventor: HUNTER D S; ROSE G A; SCHOTT J; SYPKO T
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20020040313	A1	20020404	US 2000230036	P	20000905	200245	B
			US 2001947259	A	20010905		

Priority Applications (No Type Date): US 2000230036 P 20000905; US 2001947259 A 20010905
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020040313	A1		20	G06F-017/60	Provisional application US 2000230036

Abstract (Basic): US 20020040313 A1

NOVELTY - A computer **network** has several **input** devices provided in a diverse **work** area at remote location. The **employees input** data through the input devices. A central processor processes input from **employees** to generate a real time queue for actively deploying **employees** relevant to the location and needs of work area.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for real time deployment system.

USE - For use in allocation and deployment of **employees** in amusement park.

ADVANTAGE - **Labor management** errors are reduced and the assignment given to laborers are distributed equally. Organized **work schedule** with more timely breaks results in happiness to **workers** . **Employees** are deployed more consistently thereby giving satisfaction to **employee** .

DESCRIPTION OF DRAWING(S) - The figure shows a schematic view of task maintenance screen.

pp; 20 DwgNo 9/10

Title Terms: REAL; TIME; EMPLOY; DEPLOY; METHOD; AMUSE; PARK; PROCESS; INPUT; EMPLOY; GENERATE; QUEUE; ACTIVE; DEPLOY; EMPLOY; RELEVANT; LOCATE; NEED; WORK; AREA
Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

17/5/15 (Item 7 from file: 350)
DIALOG(R)File 350:Derwent WPIX

013310563 **Image available**
WPI Acc No: 2000-482500/ **200042**
XRPX Acc No: N00-358744
Job scheduling **device for multiple** network **computer platforms, has job** scheduler **which allocates** jobs **based on validated parameters, and** submits **them to enterprise scheduling agent**
Patent Assignee: COMPUTER ASSOC THINK INC (COMP-N)
Inventor: DEVILLERS R E; HEADLEY R E; MIRZADEH S
Number of Countries: 088 Number of Patents: 009
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200038033	A2	20000629	WO 99US31024	A	19991221	200042	B
AU 200023917	A	20000712	AU 200023917	A	19991221	200048	
EP 1145098	A2	20011017	EP 99967671	A	19991221	200169	
			WO 99US31024	A	19991221		
BR 9916478	A	20020319	BR 9916478	A	19991221	200228	
			WO 99US31024	A	19991221		
KR 2001099919	A	20011109	KR 2001708027	A	20010622	200229	

CN 1350676	A	20020522	CN 99816088	A	19991221	200258	
ZA 200105301	A	20020828	ZA 20015301	A	20010627	200264	
JP 2002533798	W	20021008	WO 99US31024	A	19991221	200281	
			JP 2000590026	A	19991221		
AU 2004222721	A1	20041125	AU 200023917	A	19991221	200507	N
			AU 2004222721	A	20041020		

Priority Applications (No Type Date): US 98219071 A 19981222; AU 2004222721 A 20041020

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200038033	A2	E	136	G06F-000/00	
Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW					
AU 200023917	A			G06F-000/00	Based on patent WO 200038033
EP 1145098	A2	E		G06F-001/00	Based on patent WO 200038033
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI					
BR 9916478	A			G06F-015/16	Based on patent WO 200038033
KR 2001099919	A			G06F-015/16	
CN 1350676	A			G06F-015/16	
ZA 200105301	A		146	G06F-000/00	
JP 2002533798	W		135	G06F-009/46	Based on patent WO 200038033
AU 2004222721	A1			G06F-015/16	Div ex application AU 200023917

Abstract (Basic): WO 200038033 A2

NOVELTY - An enterprise scheduling agent installed on each node initiates execution of **job submitted** to it. Presentation layer is configured to accept and validate parameters identifying the **jobs** to be submitted for execution on each node. The **job scheduler submits** and allocates **job** to **scheduling** agent based on **job** identifying parameters.

DETAILED DESCRIPTION - The **job** data **management** device (220,230) maintains job data and **job** histories and sets parameters to be **submitted** to scheduling agent. The agent communicator (210) communicates messages between **job scheduler** and enterprise **scheduling** agent. Communicator encodes message from enterprise scheduling agent to the node. Local repository (180) maintains **job** and **job** history information on each **job submitted** to node. A progress monitor displays current phase of job, completion percentage of job, completion percentage of current phase of **job** . The **scheduling** agent executes **job submitted** to it using login parameters **input** to anti-login device. A notification scripting device notifies the user of **status** of **job** submitted. The user is also notified of **job status** by notification scripting device. The user **inputs job** specification via GUI interface. The user is enabled to locate and view jobs by the resource management device. An INDEPENDENT CLAIM is also included for **job scheduling** method.

USE - For **scheduling** and monitoring of **jobs** in a multiple **network** computer platform.

ADVANTAGE - The scheduling device is conveniently implemented using general purpose or specialized digital computer or microprocessor programmed suitably.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of lightweight enterprise scheduler (LES) agent for coordinating execution and job history submission for a node.

Local repository (180)

Job scheduler communicator (210)

Job data **management** device (220,230)

pp; 136 DwgNo 2/64

Title Terms: JOB; SCHEDULE; DEVICE; MULTIPLE; **NETWORK** ; COMPUTER; PLATFORM ; JOB; ALLOCATE; JOB; BASED; VALID; PARAMETER; SUBMIT; SCHEDULE; AGENT

Derwent Class: T01

International Patent Class (Main): G06F-000/00; G06F-001/00; G06F-009/46;

G06F-015/16
International Patent Class (Additional): G06F-015/00
File Segment: EPI

17/5/18 (Item 10 from file: 350)
DIALOG(R)File 350:Derwent WPIX

012166975 **Image available**
WPI Acc No: 1998-583887/ **199849**
XRPX Acc No: N98-454843
Event based method for work **flow** management **in transportation - involves detecting events and matching these to expected events to** create **units of** work **or alerts requiring processing**
Patent Assignee: CSX TECHNOLOGY INC (CSXT-N)
Inventor: BENNETT S L B; JONES S M; PAPA A J; SCHRAMM L T
Number of Countries: 081 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9848366	A1	19981029	WO 98US7681	A	19980417	199849	B
AU 9869746	A	19981113	AU 9869746	A	19980417	199913	

Priority Applications (No Type Date): US 97844464 A 19970418
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9848366	A1	E	34	G06F-017/60	

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 9869746	A		G06F-017/60	Based on patent WO 9848366

Abstract (Basic): WO 9848366 A

The transportation **network** has many events, e.g. customer orders, trains arriving. A computer system provides access by customers via conventional customer service systems, and detection of events via internal systems. When a customer order is input (118) it generates a series of planned events, e.g. scheduling trains, and also associates business rules, e.g. advise customer of train arriving. These plans and rules are stored on a **server** (104).

Events are input via the internal **network** (120). A computer (102) processes the event, e.g. train arrival or train late. Units of **work** are **generated** and added to queues for processing. Operators at workstations (108) process the units of work.

ADVANTAGE - Automates the identification and **scheduling** of **work** based on events in the transportation system.

Dwg.1/11
Title Terms: EVENT; BASED; METHOD; WORK; FLOW; MANAGEMENT; TRANSPORT; DETECT; EVENT; MATCH; EVENT; UNIT; WORK; ALERT; REQUIRE; PROCESS
Derwent Class: Q21; T01; T05
International Patent Class (Main): G06F-017/60
International Patent Class (Additional): B61L-027/00
File Segment: EPI; EngPI

17/5/19 (Item 11 from file: 350)
DIALOG(R)File 350:Derwent WPIX

012112566
WPI Acc No: 1998-529478/ **199845**
XRPX Acc No: N98-413108
Workforce management **program - uses series of** network **flow algorithms based on defined parameters to allocate priority weightings for each** employee

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
RD 413142	A	19980910	RD 98413142	A	19980820	199845	B

Priority Applications (No Type Date): RD 98413142 A 19980820
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
RD 413142	A		3	G06F-000/00	

Abstract (Basic): RD 413142 A

The program utilises company rules and government laws etc. to provide a basis for decisions on scheduling. From these foundation rules, four main components are then established. The parameters include point-of-sale information gathered into a database system performing transactions counts and transaction value, with timescale requirements from the customer. Secondly, the system generates a daily budget and apportions to quarter days with equalised service throughout the day.

The third component accounts for **employee** preferences, skill sets, seniority and daily availability etc. The **network** flow routines are then used to allocate schedule using seniority and skills set as the priority allocation, whilst not undermining preference criteria.

ADVANTAGE - Produces optimal **schedules** with outcome considering **employee** preferences, and the requirements of the customer.

Dwg.0

Title Terms: MANAGEMENT; PROGRAM; SERIES; **NETWORK** ; FLOW; ALGORITHM; BASED ; DEFINE; PARAMETER; ALLOCATE; PRIORITY; WEIGHT; EMPLOY
Derwent Class: T01; T05
International Patent Class (Main): G06F-000/00
File Segment: EPI

17/5/21 (Item 13 from file: 350)
DIALOG(R)File 350:Derwent WPIX

011931061 **Image available**
WPI Acc No: 1998-347971/ **199830**
XRPX Acc No: N98-271661

Dynamic project management system - includes unit effecting project plan from resource pool accessible by user terminals to form assignments table from which time sheets are prepared and sent to users

Patent Assignee: MCI CORP (MCIM-N)
Inventor: CREGO M S; KNUDSON J G; VIVIAN W L
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5765140	A	19980609	US 95559970	A	19951117	199830	B

Priority Applications (No Type Date): US 95559970 A 19951117
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5765140	A		10	G06F-017/60	

Abstract (Basic): US 5765140 A

The system (10) includes a **server network** with a programmable **server** (14) joined to numerous PC user terminals (16). A master database (18) is accessible by the **server** and the user terminals. A unit identifies a personnel resource pool including users each having an identification profile. Software plans a project to effect a project plan including tasks to be performed by the users from the resource pool according to respective time schedules. Software interfaces the project plan with the **server network** to effect in the master database an **assignments** table including a list of the project **tasks assigned** for completion by each of the users.

Software periodically prepares in the master database a number of

time sheets from the **assignments** table including a list of the project **tasks** **assigned** to a respective user and a time period record recording time entries indicative of actual time expended by each user in performing the tasks. The interface unit also feeds back to the planning unit the actual time expended for the **tasks** for **managing** completion of the **tasks** according to the time **schedules** .

ADVANTAGE - Allows project funding management mapping to cumulative labour cost, based on actual time spent on project tasks.

Dwg.3/4

Title Terms: DYNAMIC; PROJECT; MANAGEMENT; SYSTEM; UNIT; EFFECT; PROJECT; PLAN; RESOURCE; POOL; ACCESS; USER; TERMINAL; FORM; ASSIGN; TABLE; TIME; SHEET; PREPARATION; SEND; USER
Derwent Class: T01; W01
International Patent Class (Main): G06F-017/60
File Segment: EPI

17/5/22 (Item 14 from file: 350)
DIALOG(R)File 350:Derwent WPIX

011053069 **Image available**
WPI Acc No: 1997-030993/ **199703**
XRPX Acc No: N97-026264

Resources utilisation control device for computer system in network **environment - uses group** work schedule management **part which switches** production **performed by each group, according to production routine**

Patent Assignee: FUJITSU LTD (FUIT)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
JP 8292930	A	19961105	JP 9619821	A	19960206	199703	B

Priority Applications (No Type Date): JP 9534813 A 19950223
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 8292930	A		36	G06F-015/00	

Abstract (Basic): JP 8292930 A

The control device includes a resources management part (5) which manages use propriety information of a group. Resources containing window, object database, are managed per group. The resources are notified and **work** of each group, is monitored through a **production** monitoring part (2). Write security to the resources in the group, is specified. When use approval is not sent, access to the resources, is forbidden by the production monitoring part.

Exchange of resources notification, is performed automatically, based on production situation and the production routine of each group. Exchange is performed based on predetermined **production** definition object (11). A group **work** **schedule** **management** part (3) switches the **production** performed by each group, according to production routine.

ADVANTAGE - Raises **work** and **management** efficiency. Ensures security to resources. Enables effective utilisation of resources.

Dwg.1/54

Title Terms: RESOURCE; UTILISE; CONTROL; DEVICE; COMPUTER; SYSTEM; **NETWORK** ; ENVIRONMENT; GROUP; WORK; SCHEDULE; MANAGEMENT; PART; SWITCH; PRODUCE; PERFORMANCE; GROUP; ACCORD; PRODUCE; ROUTINE
Derwent Class: T01
International Patent Class (Main): G06F-015/00
International Patent Class (Additional): G06F-012/00
File Segment: EPI

17/5/23 (Item 15 from file: 350)
DIALOG(R)File 350:Derwent WPIX

010376852 **Image available**
WPI Acc No: 1995-278166/ **199537**
Automatic centre batch operation system for job schedule **monitoring - performs** job **execution according to registered** job schedule **and** input **demand information and provides display part to display execution result**
Patent Assignee: NIPPON DENKI SOFTWARE KK (NIDE)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
JP 7175668	A	19950714	JP 93317019	A	19931216	199537	B

Priority Applications (No Type Date): JP 93317019 A 19931216
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 7175668	A		9	G06F-009/46	

Abstract (Basic): JP 7175668 A

The automatic centre batch operation system consists of a job **network** control part (1) which forms and registers a **job management** information including the starting conditions based on an **input job** information. The **job network** control part forms a job **network** which indicates the execution order of processing, and outputs it. A calendar information control part (2) forms and registers data of a calendar based on the input calendar information.

The **job management** information and the waiting job for execution is formed from the registered **job management** information and calendar information based on input execution **job schedule** formation demand. The execution **job schedule** and the last execution actual result information for each **job** are displayed by a **job schedule** control part (3). A **job** execution monitoring part (4) performs execution of a **job** according to the **schedule** and **input** execution indication. An output unit (7) and a display appts (8) display the execution result.

ADVANTAGE - Corresponds to irregular calendar **schedule** . Monitors **job schedule** continuously by storing information of **job** performed. Eliminates restriction of description and translation **work** in special language. **Generates** execution **schedule** without error by correcting input schedule. Corresponds to simplification of scheduling.

24/5/6 (Item 6 from file: 347)
DIALOG(R)File 347:JAPIO

04704073 **Image available**
JOB INSTRUCTION SUPPORT SYSTEM

PUB. NO.: 07-024673 [JP 7024673 A]
PUBLISHED: January 27, 1995 (**19950127**)
INVENTOR(s): MASUDA MASAHISA
APPLICANT(s): TOSHIBA ENG CO LTD [416142] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 05-150161 [JP 93150161]
FILED: June 22, 1993 (19930622)
INTL CLASS: [6] B23P-021/00; G06F-017/60
JAPIO CLASS: 25.2 (MACHINE TOOLS -- Cutting & Grinding); 26.2 (TRANSPORTATION -- Motor Vehicles); 45.4 (INFORMATION PROCESSING -- Computer Applications)
JAPIO KEYWORD: R107 (INFORMATION PROCESSING -- OCR & OMR Optical Readers)

ABSTRACT

PURPOSE: To provide a reliable system for holding only a job instruction chart at least necessary for a small routing unit at a monitor device side mounted at a **work** field and also providing **schedule** management of a monitor device at an editing device side for editing the job instruction chart.

CONSTITUTION: Actual photographed picture data of an article which is to be a work object is stored in a personal computer for editing 1 previously and a job instruction chart, is edited according to this photographed **picture** data and stored. A **job** instruction chart corresponding to a personal computer 2 for monitoring is down loaded when a **designated** period comes according to a **job schedule** . When the article is supplied to the work field, this article is recognized at a personal computer for monitoring 2 side and an appliable job instruction chart is read out and it is displayed on a display.

24/5/7 (Item 7 from file: 347)
DIALOG(R)File 347:JAPIO

04439746 **Image available**
JOB SCHEDULE CONTROL SYSTEM

PUB. NO.: 06-083646 [JP 6083646 A]
PUBLISHED: March 25, 1994 (**19940325**)
INVENTOR(s): HIRAMATSU MAKOTO
OKA MITSUHIRO
APPLICANT(s): OKAYAMA NIPPON DENKI SOFTWARE KK [000000] (A Japanese Company or Corporation), JP (Japan)
NEC SOFTWARE LTD [491061] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 04-236215 [JP 92236215]
FILED: September 03, 1992 (19920903)
INTL CLASS: [5] G06F-009/46
JAPIO CLASS: 45.1 (INFORMATION PROCESSING -- Arithmetic Sequence Units)
JOURNAL: Section: P, Section No. 1761, Vol. 18, No. 343, Pg. 129, June 28, 1994 (19940628)

ABSTRACT

PURPOSE: To provide an interactive **job schedule** data/simulation device which **inputs** the **job** information and the calendar information through a screen and simulates the **schedule** dates of **jobs** .

CONSTITUTION: A **job schedule** control system consists of a parameter **input** part 11 which **inputs** the **job** information and the calendar information through a screen, a processing designating part 12 which

selects the simulation processing and the file updating processing, a parameter analyzing part 13 which analyzes the value of the input parameter, a calendar information production part 14 which **produces** an application calendar, a **job** information **production** part 15, a **schedule** date deciding part 16 which decides the **schedule** dates of **jobs** based on the calendar information and the **job** information, an output **image** editing part 17 which edits the deciding result of the part 16 for output, a calendar file updating part 18 which registers and updates the calendar information, a job file updating part 19 which registers and updates the job information, and a result screen output part 20 which outputs the simulation result to the screen.

24/5/8 (Item 8 from file: 347)
DIALOG(R)File 347:JAPIO

03945256 **Image available**
WORK INSTRUCTION METHOD

PUB. NO.: 04-310356 [JP 4310356 A]
PUBLISHED: November 02, 1992 (**19921102**)
INVENTOR(s): TAKADA MASAHITO
KOBAYASHI HIDEAKI
TAKAHASHI SHINO
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 03-071461 [JP 9171461]
FILED: April 04, 1991 (19910404)
INTL CLASS: [5] B23Q-041/08; B23P-021/00; G06F-015/21; H05K-013/08
JAPIO CLASS: 25.2 (MACHINE TOOLS -- Cutting & Grinding); 42.1 (ELECTRONICS -- Electronic Components); 45.4 (INFORMATION PROCESSING -- Computer Applications)
JOURNAL: Section: M, Section No. 1382, Vol. 17, No. 130, Pg. 84, March 18, 1993 (19930318)

ABSTRACT

PURPOSE: To provide a work instruction method in printed board assembling manual work enabling the accurate instruction of work parts according to the **work order**, polarity and the like to **workers** by displaying a **work** instruction **image** screen on a display terminal device.

CONSTITUTION: At the time of performing printed board assembling work, the outline of a printed board, already mounted parts, work parts to be mounted (**work** instruction object parts) and **work scheduled** parts are displayed by colors on a display terminal device, and the explanatory information of the work instruction object parts are also displayed. In the work display, the work instruction object parts 4 are displayed in turn with color change by inputting the succeeding work 1 and the preceding work 2 through a keyboard by each operator, and at the same time, the explanatory information of the work instruction object parts 4 is displayed. In the case where the enlarged display of the work parts is set at this time, the enlarged display of the work instruction object part 4 is performed in an enlarged display area 5.

24/5/9 (Item 9 from file: 347)
DIALOG(R)File 347:JAPIO

02816261 **Image available**
WORK SCHEDULING SYSTEM

PUB. NO.: 01-113861 [JP 1113861 A]
PUBLISHED: May 02, 1989 (**19890502**)
INVENTOR(s): NAKADA HIDEKI
TOSHIMA ISAO
KUSUZAKI TETSUO

IGETA SHOJI
KOMODA NORIHISA
KURIHARA KENZO
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 62-270160 [JP 87270160]
FILED: October 28, 1987 (19871028)
INTL CLASS: [4] G06F-015/21
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications)
JOURNAL: Section: P, Section No. 914, Vol. 13, No. 355, Pg. 37, August 09, 1989 (19890809)

ABSTRACT

PURPOSE: To make up a proper **work schedule** with observance of the limited number of persons allocatable to each work by setting those numbers of allocatable persons to each work at the same time point and breaking the piling result to that the number of persons must be kept under the limited number.

CONSTITUTION: A load piling means 201 piles the load at each time point based on the information on various types of **work** on each **scheduling** data stored in a storage device 206 and stores the piling results into a load table. Based on the data on the load table and the load pile breaking rule stored in a storage device 207, the load pile is broken so that the load is kept under the prescribed number of persons. Then the allocation of work is carried out for each number of persons based on the load pile breaking data and the duty on/off data on the **employees** stored in a storage device 208. This **work** allocating result is sent to a **graphic** terminal 209 in a screen format via a work allocating result output means 204. Thus it is possible to make up a proper **work schedule** with observance of the maximum allocatable number of persons set for each work.

24/5/16 (Item 7 from file: 350)
DIALOG(R)File 350:Derwent WPIX

014238912 **Image available**
WPI Acc No: 2002-059610/ **200208**
XRPX Acc No: N02-044219
Work management **method for computer based work distribution in enterprises, involves displaying unit** work **indication information as** graphic , **for forwarding arbitrary** work **indication information to user terminals**
Patent Assignee: MATSUSHITA REIKI KK (MATJ)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
JP 2001306772	A	20011102	JP 2000126597	A	20000426	200208	B

Priority Applications (No Type Date): JP 2000126597 A 20000426
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2001306772	A		13	G06F-017/60	

Abstract (Basic): JP 2001306772 A

.NOVELTY - A central terminal (10) manages the work progress situation in several unit **work** . Unit **work** indication information is **input** to the central terminal based on the flow chart representing **work** and site relation. A **graphic** representing unit **work** is displayed. The **work** indication information is transmitted to user terminals (20) respectively, based on the displayed graphic.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) **Work management** system;
(b) Central apparatus;
(c) Recorded medium storing **work management** program

USE - For monitoring progress of each work in computer based work

distribution in enterprise.
ADVANTAGE - **Work** efficiency is improved, as **scheduling** of each unit **work** in an entire work flow is classified effectively.
DESCRIPTION OF DRAWING(S) - The figure shows an explanatory view of **work management** system. (Drawing includes non-English language text).
Central terminal (10)
User terminal (20)
pp; 13 DwgNo 1/10
Title Terms: WORK; MANAGEMENT; METHOD; COMPUTER; BASED; WORK; DISTRIBUTE; DISPLAY; UNIT; WORK; INDICATE; INFORMATION; GRAPHIC; FORWARDING; ARBITRARY; WORK; INDICATE; INFORMATION; USER; TERMINAL
Derwent Class: T01; W01
International Patent Class (Main): G06F-017/60
International Patent Class (Additional): H04L-012/28
File Segment: EPI

24/5/18 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX

013445950 **Image available**
WPI Acc No: 2000-617893/ **200059**
Related WPI Acc No: 1998-436783; 2004-727029
XRPX Acc No: N00-457811
Computerized work order scheduling in factories, involves assigning resource capacity, work order start and finish schedule based on input work **order information to output** work order schedule **in** graphical **format**
Patent Assignee: LILLY SOFTWARE ASSOC INC (LILL-N)
Inventor: LAYNE D V; LILLY R T
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6088626	A	20000711	US 94250179	A	19940527	200059	B
			US 9865932	A	19980424		

Priority Applications (No Type Date): US 94250179 A 19940527; US 9865932 A 19980424
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6088626	A		23	G06F-019/00	Cont of application US 94250179 Cont of patent US 5787000

Abstract (Basic): US 6088626 A
NOVELTY - **Work order** information such as release date, want date of **work order** , operations information, material requirement information are **input** based on resource, material availability. Responsive to input information, resource capacity, starting and finishing schedule are assigned for each operation. The assignment is then output in a graphical format.
DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for computerized **work order scheduling** system.
USE - In factories.
ADVANTAGE - The method enables performing an accurate and timely **scheduling** of **work orders** .
DESCRIPTION OF DRAWING(S) - The figure illustrates particular routines within the scheduling system.
pp; 23 DwgNo 2/12
Title Terms: COMPUTER; WORK; ORDER; SCHEDULE; FACTORY; ASSIGN; RESOURCE; CAPACITY; WORK; ORDER; START; FINISH; SCHEDULE; BASED; INPUT; WORK; ORDER ; INFORMATION; OUTPUT; WORK; ORDER; SCHEDULE; GRAPHICAL; FORMAT
Derwent Class: T01
International Patent Class (Main): G06F-019/00
File Segment: EPI

24/5/22 (Item 13 from file: 350)
DIALOG(R)File 350:Derwent WPIX

012431526 **Image available**
WPI Acc No: 1999-237634/ **199920**
XRPX Acc No: N99-176906
Display controller of information processor used for producing civil work schedules - displays different images in accordance with progress situation of predetermined work
Patent Assignee: NADIS KK (NADI-N); RKM KK (RKMR-N); TAKIYA KENSETSU KOGYO KK (TAKI-N)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
JP 11066177	A	19990309	JP 97226911	A	19970822	199920	B

Priority Applications (No Type Date): JP 97226911 A 19970822
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 11066177	A		14	G06F-017/60	

Abstract (Basic): JP 11066177 A
NOVELTY - Two different images are displayed on a common screen by corresponding display controllers in accordance with progress situation of predetermined **work** . The cursor point on output **image** is also moved suitably. DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for information processing method.
USE - For information processor involved in **producing** civil **work schedules** .
ADVANTAGE - Efficient evaluation of function and necessary personal who check the work plan and arrangement of materials is offered.
Dwg.1/28
Title Terms: DISPLAY; CONTROL; INFORMATION; PROCESSOR; PRODUCE; CIVIL; WORK ; SCHEDULE; DISPLAY; IMAGE; ACCORD; PROGRESS; SITUATE; PREDETERMINED; WORK
Derwent Class: P85; T01; T04
International Patent Class (Main): G06F-017/60
International Patent Class (Additional): G06F-003/14; G09G-005/00
File Segment: EPI; EngPI

24/5/23 (Item 14 from file: 350)
DIALOG(R)File 350:Derwent WPIX

012203149 **Image available**
WPI Acc No: 1999-009255/ **199901**
XRPX Acc No: N99-006726
Job scheduling **and** work **load** managing **method in manufacturing facility - involves selecting** work **centre using its** graphical **representation on shop overview**
Patent Assignee: DCD CORP (DCDD-N)
Inventor: BORG W J; STROEDER M L
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5835898	A	19981110	US 96609936	A	19960229	199901	B

Priority Applications (No Type Date): US 96609936 A 19960229
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5835898	A		23	G06F-009/00	

Abstract (Basic): US 5835898 A
The method involves representing work centres (106) and work load of the manufacturing facility graphically, on a shop overview **image** (110) displayed on monitor. The **jobs scheduled** at selected **work**

centre are represented graphically on **production** control board image (140) displayed on monitor.

The **work** centre is selected via the **graphical** representation on the shop overview. A new **schedule** is interactively established for the **job** , by moving the **graphical** representation to new position on the control board.

ADVANTAGE - Enhances customer satisfaction. Increases facility's profit margin. Visualizes work load of entire facility without need for paper reports and off-line analysis.

16/9/4 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

01114392 Supplier Number: 40858922 (THIS IS THE FULLTEXT)
ANDERSEN CONSULTING ANNOUNCES MANUFACTURING CELL MANAGEMENT SOFTWARE
News Release, pN/A
July 10, 1989
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 932
TEXT:
Andersen Consulting
33 west Monroe Street
Chicago, IL 60603
312/580-0033

Contact: Andersen Consulting
Joyce M. Mayer
312/507-3296
or
Golin/Harris Communications
Forrest Anderson
(312) 836-7378

ANDERSEN CONSULTING ANNOUNCES MANUFACTURING CELL MANAGEMENT SOFTWARE

Chicago, July 10, 1989 -- Andersen Consulting today announced the immediate availability of CELL-PAC (TM), an open-architecture software package that manages the execution of a manufacturing shop floor plan.

Designed to operate either as a stand alone cell controller or in conjunction with factory-wide systems, CELL-PAC serves as one of the key elements in the evolving architecture of comPuter integrated manufacturing (CIM).

CELL-PAC already has been delivered to and installed by a major U.S. manufacturer.

"Our clients have been demanding an open-architecture computer solution to the management of critical production resources, such as people and equipment," said Roger Willis, director of the CELL-PAC product for Andersen Consulting. "CELL-PAC goes beyond meeting these demands.

"Through its cell monitoring and control capabilities, CELL-PAC automates the link between islands of automation and information on the shop floor and connects them with management in the front office. Such integration with factory-wide systems ensures shorter lead times, higher quality and increased cost efficiency.

"But CELL-PAC goes beyond cell monitoring and control. In addition to automating and integrating the cell with the rest of the shop floor and management decision-makers, CELL-PAC can add to productivity by simplifying the foreman's job and motivating him to be more proactive on the floor. By releasing the foreman from many of the traditional tasks of cell management, CELL-PAC will free him to be a more creative and Productive problem solver.

"CELL-PAC also is a superior tool for the Aerospace and Defense industry, because it follows the U.S. Air Force ICAM model. In short, the availability of CELL-PAC brings us a great step closer to the fully integrated CIM environment."

Communicates with Svstems, People

CELL-PAC works with factory-wide systems, station and device

controllers as well as factory personnel. With factory-wide systems it --

- o Downloads work orders.
- o Requests and removes resources.
- o Reports status.

With automated station and device level controllers it --
- o Monitors status and collects machine and process data.
- o Evaluates shop floor activities.
- o Directs station controllers.

And for factory Personnel CELL-PAC --
- o Displays **work instructions** and **graphics** .
- o Collects production and **labor** data.
- o Displays status and solicits responses.

CELL-PAC Helos Foremen and Ooerators Do a Better Job

CELL-PAC software is parameter-driven and relies on user-defined tables to direct on-line interaction. This enables users to customize the system to their needs. There are several functions designed to help shop floor foremen and operators do their **jobs** :

o For **Schedulino** and Disoatchino of **work** to the shop floor, the foreman can determine how much work is queued before each work station and can change priorities very easily. The foreman has timely and accurate visibility to the schedule and production status.

o Resource Control applications automatically request resources and track their location and status within the cell. This applies to electronic resources, such as drawings, work instructions and NC programs, and physical resources, such as materials and tools.

o The operators are provided with **work instructions** and **graphics** by **Work** Control to help them complete their **tasks** properly and operate automated equipment. Data related to operators time and attendance, as well as significant production events, is collected for further analysis and historical records.

o In the event of non-conformance, the operator or foreman can record the event and enter a description of the problem to assist in Quality Control Authorized personnel have the ability to make changes on the shop floor in order to correct problems. CELL-PAC also performs SQC/SPC through an interface to the RS Series of products from BBN Software Products Corporation.

CELL-PAC is An "Ooen" Architecture Solution CELL-PAC is hardware independent. The system is written to run under the UNIX* System V Version 3.0 operating system, while the applications are written in "C" programming language and shielded from any platform services.

CELL-PAC's open architecture protects against obsolescence and dependency on a single-vendor for factory hardware. In addition, the architecture acts as a "toolset" for configuring, customizing and developing additional applications. Standards for portability include UNIX V.3, SQL data base manaqement, C proqramminq language, OSI networks and X-WINDOWS** user interface.

To communicate to a large variety of automated equipment, common interfaces are available and shells are provided to easily customize new interfaces. This Station Interface shields the applications from the specific protocol of the automated equipment to simplify developing and maintaining process monitoring applications.

"As a long-standing champion of open-architecture approaches to

computing, we at Hewlett-Packard are excited to see that a major software developer, such as Andersen Consulting, has developed this significant manufacturing software application based on UNIX," said William Boller, general manager of Hewlett-Packard's Industrial Applications Center. "Andersen's preeminence in the field and plans for software applications like CELL-PAC were important reasons why Hewlett-Packard recently named Andersen Consulting a Value-Added Reseller."

Links with the Andersen CIM Familv

As a member of the Andersen CIM software family, CELL-PAC was designed for functional, technical and user consistency with MAC-PAC (R) and MAC-PAC/D (R) manufacturing resources planning (MRP II) systems, as well as with FACTORY MANAGEMENT/D.

CELL-PAC is available for supermicroand minicomputer platforms running in UNIX V.3. Pricing begins at $50,000 per copy.

Andersen Consulting helps clients use information in all phases of their business activities -- strategic, operations and financial. Andersen assists in the planning, design and installation of computer-based information systems of all types and sizes for clients in almost every professional, business, industrial and governmental sector.

16/3,K/1 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

02523591 SUPPLIER NUMBER: 76758979 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Who Knew Windows Could Do That?(Product Information)
DUNN, SCOTT
PC World, 19, 8, 118
August, 2001
ISSN: 0737-8939 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 6378 LINE COUNT: 00514

... can also schedule any installed program to run (Backup, for example): Select Start*Programs*Accessories*System Tools. **Scheduled Tasks** to open the **Scheduled Tasks** folder, launch the Add **Scheduled Task** icon, and follow the **instructions** in the **Scheduled Task** Wizard. Note that the **Scheduled Tasks** folder shows when **tasks** are **scheduled** and when they last ran, and that you can run any of them on the fly by...

16/3,K/2 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

01297495 SUPPLIER NUMBER: 07295226 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Smooth sailing on a "RISCy" C. (contains a related article: RISC is not for mere mortals) (technical)
Rathje, Edward J.
ESD: The Electronic System Design Magazine, v19, n5, p65(4)
May, 1989
DOCUMENT TYPE: technical ISSN: 0893-2565 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2687 LINE COUNT: 00215

... and long-term maintenance.
The modular orientation of data-flow design requires comprehensive system-level support for **task scheduling** . In the kernel, for example, **scheduling** is based strictly on **task** priority. A system can consist of multiple tasks where each task, or set of machine instructions and...

...For automatic data, a shared text facility enables multiple processes to share the same copy of a **task image** 's **instructions** and static data. Processes can be started in several different ways: a process can be figured to...
...periodic basis.
Written in a high-level language with message queues, flexible I/O facilities, and prioritized **task scheduling** , JMI's kernel provides system developers with proven performance on new architectures like RISC, while encouraging the...

16/3,K/3 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

01709786 Supplier Number: 53015404 (USE FORMAT 7 FOR FULLTEXT)
UCI and SF2K Join Forces to Educate Manufacturing's Adult Population; University of California, Irvine First to Teach Program: "Introduction to Manufacturing Execution Systems".
Business Wire, p1439
Sept 17, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 652

... project plan and implementation strategy, 2) system architecture and infrastructure, 3) resource allocation and status, 4) operation **scheduling** and **labor management** , 5) data collection and acquisition,

6) non-conformance management, 7) maintenance management, and 8) reporting and performance...

...SF2000 education program user guide has also been developed for program participants.

Shopfloor 2000 is built around **work** instruction delivery, which allows workers to electronically view **work instructions** on a PC. Employees can record **work** time, quality assurance and other data, such as CAD drawings and **photos** , directly within the **instructions** . SF2K also offers an authoring tool, quality assurance features, and functionality that specifically targets the maintenance, repair...

16/3,K/4 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

01114392 Supplier Number: 40858922 (USE FORMAT 7 FOR FULLTEXT)
ANDERSEN CONSULTING ANNOUNCES MANUFACTURING CELL MANAGEMENT SOFTWARE
News Release, pN/A
July 10, 1989
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 932

... o Evaluates shop floor activities.
o Directs station controllers.

And for factory Personnel CELL-PAC --
o Displays **work instructions** and **graphics** .
o Collects production and **labor** data.
o Displays status and solicits responses.

CELL-PAC Helos Foremen and Ooerators Do a Better Job...

...to their needs. There are several functions designed to help shop floor foremen and operators do their **jobs** :

o For **Schedulino** and Disoatchino of **work** to the shop floor, the foreman can determine how much work is queued before each work station...

...and NC programs, and physical resources, such as materials and tools.

o The operators are provided with **work instructions** and **graphics** by **Work** Control to help them complete their **tasks** properly and operate automated equipment. Data related to operators time and attendance, as well as significant production...

16/3,K/5 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

08939045 Supplier Number: 77578280 (USE FORMAT 7 FOR FULLTEXT)
New Entry in Plant-Wide Production Monitoring.(Moldflow Corp.'s EZ-Track 1.0 software)(Brief Article)(Product Announcement)
Plastics Technology, v47, n8, p11
August, 2001
Language: English Record Type: Fulltext
Article Type: Brief Article; Product Announcement
Document Type: Magazine/Journal; Trade
Word Count: 209

... can be viewed on a standard PC with EZ-Track software for Windows

NT. It can display **pictures** , **work instructions** , and reference documents related to a **job** . The software also includes a drag-and-drop **scheduling** module that automatically updates estimated **job** -completion times and checks for mold or machine conflicts. Prices start at $13,500 installed.

16/3,K/6 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

06360360 Supplier Number: 54704141 (USE FORMAT 7 FOR FULLTEXT)
Windows Tips.(Technology Tutorial)
Dunn, Scott
PC World, v17, n6, p282
June, 1999
Language: English Record Type: Fulltext Abstract
Document Type: Magazine/Journal; General Trade
Word Count: 2226

... Microsoft Windows Critical Update Notification from the Microsoft Windows Update Web site. This notification software can cause **Task** Scheduler to keep running, since Critical Update Notification takes precedence over other Task Scheduler settings.

Unfortunately, if you have this software installed and you want to turn off **Task Scheduler** for good, you'll have to remove the Critical Update Notification software: First, choose Start*Settings*Control instructions.

Next, in the system tray, double-click the **Task Scheduler** icon. When the **Scheduled Tasks** window opens, find Critical Windows Update on the task list, right-click it, and choose Delete. Then choose Advanced*Stop Using **Task Scheduler** (see FIGURE 2). Exit the **Scheduled Tasks** window.

If you later decide that you want to use **Task Scheduler** again, you can restart it by following these steps: Choose Start*Programs*Accessories*System Tools* **Scheduled Tasks** ; then select Advanced*Start Using **Task Scheduler** .

Download files mentioned in this article from www.fileworld.com/magazine. We welcome your questions and tips...

16/3,K/7 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

05798602 Supplier Number: 50289966 (USE FORMAT 7 FOR FULLTEXT)
On-demand training
Fusaro, Roberta
Computerworld, v32, n36, p41
Sept 7, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Magazine/Journal; Tabloid; Trade
Word Count: 227

QuickCards will let users click on an **icon** to call up a set of **instructions** for handling Notes **tasks** such as calendaring and **scheduling** . The QuickCards **instructions** -- which can take the form of text, **images** or Lotus ScreenCam movies -- appear alongside the application and give the user step-by-step **instructions** , company officials said.

The QuickCards technology was developed by Usability Sciences Corp. in Dallas to help trim...

16/3,K/8 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

01297542 Supplier Number: 41518759
Full Color Images On-line with Impression (TM) 3.1A Version New Version Also Includes Increased Functionality, Enhancements
News Release, p1
August 31, 1990
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:
Color **photographs** can now be integrated into **work instructions** in the Impression **Work** Instruction **Management** system from Eyring, Inc. Detailed photograplis with explanatory text are displayed on workstations on the shop floor...

16/3,K/9 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

11315076 SUPPLIER NUMBER: 55653222 (USE FORMAT 7 OR 9 FOR FULL TEXT)
What do you expect?(Frontline Supervision)(supervision of employees)(Column)
Merit, Don
American Printer, 223, 5, 64(1)
August, 1999
DOCUMENT TYPE: Column ISSN: 0744-6616 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 854 LINE COUNT: 00072

... line employees, that appear in the National Assn. for Printing Leadership (NAPL) booklet, The NAPL Guide to **Graphic** Arts **Job** Descriptions:
* Performs all assigned **work** efficiently and on **schedule** .
* Follows **instructions** accurately.
* Maintains quality standards.
* Keeps work area neat and clean.
* Obeys company rules and observes safety regulations...

16/3,K/10 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

09662603 SUPPLIER NUMBER: 19600686 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Flow manufacturing improves efficiency and customer responsiveness.
DiBono, Paul
IIE Solutions, v29, n3, p24(6)
March, 1997
ISSN: 1085-1259 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2107 LINE COUNT: 00179

... A key component of flow manufacturing is documentation called total quality control (TQC) method sheets, which are **graphical work instructions** . Used as the foundation for line design, materials management, and quality control, these sheets graphically and exhaustively ...

...work to be caught immediately.
Reporting is also simplified with flow manufacturing. In contrast to the cumbersome **work** order **management** required by MRP II, all that's reported in a flow manufacturing environment is finished goods at...

16/3,K/11 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

09651484 SUPPLIER NUMBER: 18905247 (USE FORMAT 7 OR 9 FOR FULL TEXT)
What are you worth? (direct marketing industry salaries) (Cover Story)
Orr, Alicia; Langer, Steven
Target Marketing, v19, n10, p54(4)
Oct, 1996
DOCUMENT TYPE: Cover Story ISSN: 0889-5333 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1526 LINE COUNT: 00148

... mArket Research Executives $58,650
Creative Directors $56,300
Telemarketing Account Executives $53,000
10 WORST-PAYING **JOBS**
Production **Schedulers** $32,133
Photographers $30,420
Graphic Artists/Illustrators (C) $26,000
Telemarketing Training Specialists $22,039
Order...

...tasks performed by the Customer Service or Telemarketing Sales Reps, as opposed to less routine, more complex **tasks** for "A" or "B" employees in the same **job** . For **Graphic** Artists, "C" refers to employees who **work** under close supervision and follow format **guidelines** set by others.
RELATED ARTICLE: SUPERVISORS MAKE MORE
Advertising/sales/creative/research/catalog and other marketing jobs
...

16/3,K/12 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

08012812 SUPPLIER NUMBER: 17314012 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ORANGE COUNTY-BASED TELECOM SOLUTIONS INC. AWARDED $8.1 MILLION CONTRACT FOR WORK ON C-17 GLOBEMASTER III
PR Newswire, p721LA029
July 21, 1995
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 375 LINE COUNT: 00038

... by McDonnell Douglas' Management Club as the small disadvantaged business of the year.
Developed by TSI, the **work management** system will replace existing text-based **work instructions** with on-line electronic **image** based **work instructions** (IBWI). The system captures and stores video **images** of actual **work** performed and links them to written **work instructions** on a single computer screen.
"This system will greatly enhance productivity, product quality and reliability through the...

16/3,K/13 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

06219134 SUPPLIER NUMBER: 12786417 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Taking training to the T. (security manager training)
DeSalvo, Gerald L.
Security Management, v36, n7, p62(4)
July, 1992
ISSN: 0145-9406 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2722 LINE COUNT: 00220

... a basic explanation of the organization's procedures for accomplishing a task, not basic training in the **task** .
The new employee's instruction plan should also include copies of the **instructions** , standard operating procedures, **graphic** illustrations, and **job** aids for the **tasks** .

The third **task** in this step is to put the learner at ease. New employees are usually apprehensive about starting...

...employee's performance will be evaluated, and how other employees with similar backgrounds have successfully accomplished the **tasks** .

The **manager** should stress that if the employee has questions or doubts about a task, he or she should...

16/3,K/14 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

06181151 SUPPLIER NUMBER: 13035581 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Old apps get a new image: IS managers have more tool choices to integrate imaging with existing applications. (imaging software packages) (Buyers Guide)
Parker, John
Datamation, v38, n24, p100(5)
Dec 1, 1992
DOCUMENT TYPE: Buyers Guide ISSN: 1062-8363 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1881 LINE COUNT: 00153

... also provides access to the Informix database and a 4GL. In a report released in August, "New **Directions** in Workflow," BIS listed 10 new workflow-oriented **image** -management tools, including the **Work Manager** from NCR Corp. in Dayton, Ohio; ImageFlow from Recognition Equipment Corp. of Irving, Texas; WorkDesigner from TRW...

16/3,K/15 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

05468677 SUPPLIER NUMBER: 11348912 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Detail pops on-screen. (Heavy-bid/C construction bidding software)
Stewart, Larry
Construction Equipment, v84, n4, p71(1)
Sept, 1991
DOCUMENT TYPE: evaluation ISSN: 0192-3978 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 554 LINE COUNT: 00043

... lists of all incomplete work orders.

Work load projection reports estimate man hours required to complete all **scheduled tasks** for a coming number of weeks. Labor reports detail the hours each employee worked over a period...

...Side Arm runs on the IBM PC and lists for $995.

PHOTO : System graphs hours spent on **work** by category so users can track improved uptime as the maintenance program improves.

PHOTO : **Work** orders can be customized to include details such as **instructions** , part numbers and quantities, or they can be simplified to include only the equipment number requiring service...

16/3,K/16 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

04126997 SUPPLIER NUMBER: 07926023 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Cell control software systems manage work on factory floor. (Manufacturing Management: Advanced Manufacturing - Cell Machine)
Harvey, Robert E.
Metalworking News, v16, n746, p20(1)
August 7, 1989
ISSN: 0891-4036 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1155 LINE COUNT: 00099

... and process data, evaluates shop-floor activities and directs station controllers. For factory personnel, the product displays **work instructions** and **graphics** , and collects production and **labor** data. It also displays operation status and solicits responses.

According to Andersen, CELL-PAC software is parameter...

...to direct online interaction. These features enable users to customize the system to their needs.

For the **scheduling** and dispatching of **work** to the shop floor, the foreman can determine how much work is queued before each work station...

...and NC programs, as well as physical resources, such as materials and tools.

Operators are provided with **work instructions** and **graphics** to help them complete their **tasks** properly and operate automated equipment. Data related to operators' time and attendance, as well as significant production...

16/3,K/17 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

02971720 SUPPLIER NUMBER: 04427088 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer solves 'labor scheduling mess;' automated system cuts distribution expenditures by 25%.
Chain Store Age Executive with Shopping Center Age, v62, p148(3)
Sept, 1986
ISSN: 0193-1199 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1588 LINE COUNT: 00124

... costs us a little but much less than shelling out for overtime. It's definitely worth it.'

Photo : COMPUTER-ASSIGNED **LABOR** PERFORMANCE **GUIDELINES** , ENGINEERING STANDARDS AND **LABOR SCHEDULING** SYSTEM KEEPS **EMPLOYEES** WORKING UP TO OR ABOVE COMPANY REQUIREMENTS FOR COMPLETING INDIVIDUAL TASKS IN THE WAREHOUSE/DISTRIBUTION FACILITY

16/3,K/18 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

00841745 94-91137
Advertising bulletin
Benady, Alex
Marketing PP: 6 Mar 24, 1994
ISSN: 0025-3650 JRNL CODE: MAR
WORD COUNT: 454

...TEXT: guidelines on best procedure in press production launched this week. They recommend that agencies and clients agree **schedules** and budgets before **work** begins, and that clients attend pre-production meetings. Comprehensive cost **guidelines** for **photography** , illustration, retouching, artwork and post-production are also featured. Copies from ISBA on 071-499 7502

16/3,K/19 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

00762612 94-12004
Electronics assembly driven via display graphics
Parker, Kevin
Manufacturing Systems Manufacturing Execution Systems Supplement PP:

MES17-MES18 Sep 1993
ISSN: 0748-948X JRNL CODE: MFS
WORD COUNT: 877

...ABSTRACT: information system. In conjunction with a parts-planning system developed in-house, it is being used to **schedule** production, launch **work** orders and pace the production line. The MES prioritizes the sequence of orders being filled and electronically...

...the correct assembly procedures to it. Each of the 3 operators' CRTs will display both text and **graphic work instructions** for each switch assembly **scheduled** .
...TEXT: the correct assembly procedures to it. Each of the three operators' CRTs will display both text and **graphic work instructions** for each switch assembly **scheduled** . As the assemblies progress, we'll print labels at point-of-use for products and cartons." In...

16/3,K/20 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00010531 73-05115
GETTING IT TOGETHER IN THE GRAPHIC ARTS
LEHMANN, PHYLLIS
JOB SAFETY & HEALTH V1 N12 PP: 13-17 NOVEMBER 1973
ISSN: 0090-4589 JRNL CODE: JSH

...ABSTRACT: THE GEORGE BANTA COMPANY, INC., A PRINTING FIRM, AND THE NATIONAL INSTITUTE FOR OCCUPATIONAL SAFETY AND HEALTH, **LABOR** AND **MANAGEMENT** HAVE COME TOGETHER VOLUNTARILY TO REQUEST WHAT AMOUNTS TO A COMPLETE INDUSTRIAL HYGIENE SURVEY. BY FOCUSSING ATTENTION ON ONE LARGE COMPANY, THE PARTICIPANTS HOPE TO POINT UP **JOB** HAZARDS COMMON THROUGHOUT THE **GRAPHIC** ARTS INDUSTRY AND DEVELOP **GUIDELINES** THAT OTHER EMPLOYERS CAN USE IN COMPLYING WITH SAFETY AND HEALTH STANDARDS. DURING THE PROJECT, THREE BANTA...

16/3,K/21 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext

00617098 CMP ACCESSION NUMBER: CSN19880613S0367
Well-Funded Start-Up Debuts "Groupware"
EVAN SCHWARTZ
COMPUTER SYSTEMS NEWS, 1988, n 370, 46
PUBLICATION DATE: 880613
JOURNAL CODE: CSN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: 370PG46
WORD COUNT: 585

... software is aimed at reducing the effort it takes for a group of workers to coordinate their **jobs** .
The new product, among other **tasks** , will let people exchange **work schedules** and **instructions** in the form of computerized text and **images** over networked workstations, said Coordination Technology chairman and chief executive J. Roger Moody, a veteran of IBM...

16/3,K/22 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire

0930571 BW1101

TELECOM SOLUTIONS: Telecom Solutions Inc. Releases Advanced Shop Floor Functionality at APICS

October 29, 1998

Byline: Business Editors and High-Tech Writers

...contain resource histograms to make it easier for their planners to review daily resource utilization, rearrange the **schedule** and assign **employees** to **jobs** ," said Phil Davis, president of the SF2K Division that develops Shopfloor 2000. "Beta tests have been enthusiastic...

...complex organizations including aerospace & defense, industrial equipment and maintenance, repair and overhaul (MRO). Applications include process planning, **work - instructions** delivery, quality assurance, a CAD viewer, and a **graphical** dispatch manager. These powerful modules eliminate one of manufacturing's most time-consuming and costly limitations on...

16/3,K/23 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire

00672611 20011108NETH001 (USE FORMAT 7 FOR FULLTEXT)
Teams Can Improve Business and Quality of Working Life
PR Newswire
Thursday, November 8, 2001 01:00 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,395

...highly visible on
bulletin boards and computer monitors; and team members use "road maps"
that explain through **pictures** the steps in complex **work** and change
processes.

Meeting the Challenges of Team Performance: **Guidelines** for Success
In the words of one plant manager with extensive experience with high-performance teams, "Teams...

...The report extracts important lessons from Saturn, once considered a model
for the future in terms of **labor - management** partnership and teamwork. While
Saturn has reverted to a more traditional organization in several ways, many
of...

05570404 Supplier Number: 48435602 (THIS IS THE FULLTEXT)

Peregrine Systems(R) Announces Major Enhancements to ServiceCenter(R)

PR Newswire, p0420LAM086
April 20, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1157

TEXT:

WASHINGTON, April 20 /PRNewswire/ -- Peregrine Systems, Inc. (Nasdaq: PRGN), the leader in providing IT organizations with Enterprise Service Desk and Asset Management software solutions, announced major new enhancements have been added to ServiceCenter 2.1, its powerful Infrastructure Management support tool at the Support Services Conference & Expo.

ServiceCenter consists of a suite of integrated application modules that tackle problem, change, service request, and inventory and service management from a Consolidated Service Desk. ServiceCenter's extensive functionality and open architecture allow the product to serve as the hub for integrating information and supporting technology for the efficient management of IT, telephony, building enterprise resource planning (ERP) applications and even transportation services. ServiceCenter 2.1 includes many new features that extend these capabilities, including the first pre-packaged integration with AssetCenter(TM), Peregrine Systems comprehensive Asset Management product suite.

Aberdeen Group, a leading computer and communications consulting organization, in its 1998 "Managing Customers with Next Generation Software Applications" report stated that the 'help desk' of the future must provide support for all the major capital assets of the enterprise, both inside and outside of the IT department. Aberdeen also singled out Peregrine Systems as the company best positioned to address this new vision of Infrastructure Management.

"With the introduction of ServiceCenter 2.1, Peregrine Systems extends is leadership position as The Infrastructure Management Company(TM)," said Steve Gardner, CEO, Peregrine Systems. "The addition of Service Level Agreement and Work Management modules coupled with the integration with our AssetCenter product clearly establish ServiceCenter as the only product capable of serving as the control center for managing all of a company's infrastructure."

ServiceCenter 2.1, which will be generally available the first week of June, includes the following major enhancements:

Service Level Agreement (SLA) Management

The new Service Level Agreement (SLA) Management module is designed to provide an automated, real-time view of an organization's SLA performance. This new ServiceCenter application provides a single, centralized repository of SLA information and provides automated data feeds on network health and technician performance using information from sources such as CA-Unicenter(TM) and Tivoli's TME 10(TM) products.

The Service Management module has been enhanced to determine which SLA is active for a particular caller and to test, based on this information, if a caller is entitled to service at that time of day and day of week. Using the Problem Management module, users can now choose to have the SLA engine escalate their problem to ensure that they do not miss the defined SLAs.

Work Management

Work Management is a **graphical** workforce- **scheduling** tool helping managers **schedule work** based on priority and skill set of the workforce. Using Work Management, the manager is presented with a set of graphs showing the **workers** current **schedule** and assignments. Using a drag and drop interface, the manager can assign new work, view progress on currently assigned items and reassign work based on priorities. ServiceCenter Work Management is a completely new application introduced in ServiceCenter 2.1. Work Management permits the Infrastructure Manager to see all the available resources at his or her disposal that may be assigned to address a problem, change or request. Work Management allows the user to

create a repository that includes employees and third-party contractors and information on their skill sets and degree of experience by **task** ; vacation **schedules** , existing **jobs** in queue and more. As new tasks are added through Problem Management, the **Work Management** user can assign **tasks** to resources with **schedules** and resource availability automatically re-adjusted.

Integration with Third Party Applications

Through SCAutomate for Unicenter TNG(TM), ServiceCenter 2.1 offers out-of- the-box integration with Computer Associates Unicenter TNG at both the World View and Event Management levels. ServiceCenter 2.1 also offers the first SAP R/3(TM) tool kit for direct interaction between ServiceCenter and SAP R/3. Designed for sophisticated customers, professional services and ServiceCenter/SAP integrators, SCAutomate for SAP/ABAP provides the most flexible integration available from any vendor to unify Infrastructure Management and the SAP R/3 application set.

Enhanced Solution Rediscovery and Knowledge Engineering

Problem Management and Knowledge Engineering, which use the underlying IR/Expert knowledge rediscovery tool, have been enhanced in ServiceCenter 2.1. A new, centralized knowledge base has been created and a new field has been added to problem tickets and incidents which enables Knowledge Engineers to mark records as potential problem solution candidates. Both of these enhancements make it easier for users to find the "right" answer to their problems more quickly.

Enhanced GUI and Web Interface

The ServiceCenter Web interface has been upgraded to include state of the art HTML features and is both easier to use and more graphically oriented. The GUI has also been enhanced to allow users to store embedded pictures or graphics right in the ServiceCenter database. For example, a picture of an employee can be added to a contact record or diagrams of assets such as servers or printers can be included in a record. Using these diagrams or photos, Help Desk staff can quickly help users troubleshoot equipment such as finding the reset button on their laptops.

Integration of ServiceCenter and AssetCenter Applications

Using the Peregrine Repository Interface Manager (PRIM), ServiceCenter 2.1 now provides a unified view of asset data when using ServiceCenter in conjunction with AssetCenter. By replicating the data repository underlying both ServiceCenter and AssetCenter, an essential link forms between event and portfolio management which allows users to enter data only once while making the information available to the entire organization. By bringing together these two best-of-breed solutions, Peregrine Systems can offer the world's leading Infrastructure Management solution.

About Peregrine Systems:

Peregrine Systems is the leading provider of Infrastructure Management solutions. True Infrastructure Management unites the unique disciplines of the Consolidated Service Desk and Enterprise Asset Management through common shared data. The merging of these disciplines so essential to operations management and the profitable management of corporate resources results in a significantly better understanding of the impact of events and change upon the investment decisions of a company. Founded in 1981, Peregrine Systems is headquartered in San Diego, California with offices throughout the United States as well as in the United Kingdom; France; Germany; Denmark; and the Netherlands. Peregrine Systems also has partners and distributors located in Asia Pacific, Australia and Latin America.

More information on Peregrine Systems is available on the World Wide Web at www.peregrine.com.

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File 275:Gale Group Computer DB(TM) 1983-2005/Feb 24
         (c) 2005 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2005/Feb 23
         (c) 2005 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2005/Feb 24
         (c) 2005 The Gale Group
File  16:Gale Group PROMT(R) 1990-2005/Feb 24
         (c) 2005 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2005/Feb 22
         (c)2005 The Gale Group
File 624:McGraw-Hill Publications 1985-2005/Feb 24
         (c) 2005 McGraw-Hill Co. Inc
File  15:ABI/Inform(R) 1971-2005/Feb 24
         (c) 2005 ProQuest Info&Learning
File 647:CMP  Computer Fulltext 1988-2005/Feb W1
         (c) 2005 CMP Media, LLC
File 674:Computer News Fulltext 1989-2005/Feb W3
         (c) 2005 IDG Communications
File 696:DIALOG Telecom. Newsletters 1995-2005/Feb 23
         (c) 2005 The Dialog Corp.
File 369:New Scientist 1994-2005/Feb W2
         (c) 2005 Reed Business Information Ltd.
File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
File 610:Business Wire 1999-2005/Feb 24
         (c) 2005 Business Wire.
File 613:PR Newswire 1999-2005/Feb 24
         (c) 2005 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc

Set     Items   Description
S1     112906   (WORK OR WORKFORCE OR LABOR OR TASK? ? OR JOB? ?)(1W)MANAG?
S2    5808203   CONTRACTOR? ? OR JANITOR? OR DAY()LABORER? ? OR (SUPPORT OR
             MAINTENANCE OR CLEANING)()(STAFF OR PERSONNEL OR WORKER? ? OR
             CREW? ? OR WORKFORCE) OR EMPLOYEE? ? OR WORKER? ?
S3     116488   SCHEDUL???(5N)(WORK OR LABOR OR TASK? ? OR JOB? ?)
S4      33289   SCHEDUL???(5N)S2
S5     128082   (WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(ICON? ? OR SYMBOL?
             ? OR IMAGE? ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PH-
            OTO? ? OR PHOTOGRAPH? ?)
S6    7691385   SERVER? ? OR NETWORK?? OR WAN OR LAN OR DISTRIBUTED()(COMM-
            UNICATION OR MEDIA OR MEDIUM)
S7    1220969   (CREAT??? OR PRODUC? OR GENERAT? OR INPUT??? OR SUBMIT? OR
            ENTER??? OR ASSIGN? OR DESIGNAT?)(7N)(WORK OR LABOR OR TASK? ?
             OR JOB? ?)
S8      31472   (WORK OR TASK OR JOB)()ORDER? ?
S9      90033   (STATUS OR TRACK???)(7N)(WORK OR TASK? ? OR JOB? ?)
S10      1054   (WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(INSTRUCTIONS OR D-
            IRECTIONS OR GUIDELINE? ?)(7N)(ICON? ? OR SYMBOL? ? OR IMAGE?
            ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PHOTO? ? OR PHO-
            TOGRAPH? ?)
S11         6   S1(50N)S10
S12        13   S1(100N)S10
S13        30   S3:S4(100N)S10
S14        41   S12:S13
S15        28   RD (unique items)
S16        23   S15 NOT PY=2002:2005
S17        48   S1(50N)S2(50N)S3:S4(50N)S5
S18        29   RD (unique items)
S19        18   S18 NOT PY=2002:2005
S20      1134   S1(50N)S3:S4(50N)S6(50N)S7:S9
S21       692   S1(50N)S2(50N)S3:S4(50N)S6(50N)S7:S9
S22       521   S1(50N)S3:S4(50N)S6(50N)S8:S9
S23       294   S1(50N)S2(50N)S3:S4(50N)S6(50N)S8:S9
S24     78543   (WORK OR WORKFORCE OR LABOR OR TASK? ? OR JOB? ?)(1W)MANAG-
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              EMENT
S25         268    S24(50N)S2(50N)S3:S4(50N)S6(50N)S8:S9
S26        7760    WORK()MANAGEMENT
S27          83    S26(50N)S3:S4(50N)S6(50N)S8:S9
S28          40    RD (unique items)
S29          29    S28 NOT PY=2002:2005
S30         307    (S1 OR S3:S4)(50N)S5(50N)S8:S9
S31          40    S1(50N)S3:S4(50N)S5(50N)S8:S9
S32          26    RD (unique items)
S33          19    S32 NOT ( S15 OR S19 OR S29)
S34          13    S33 NOT PY=2002:2005
```

34/3,K/1 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01854421 SUPPLIER NUMBER: 17443202 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Highlights from the exhibition. (includes related articles on art galleries, publishing, printing and Postscript, and Masters of Media showcase) (special supplement to Seybold San Francisco '95) (Industry Trend or Event)
Seybold Report on Publishing Systems, v25, n2, pS10(29)
Sep 18, 1995
ISSN: 0736-7260 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 24458 LINE COUNT: 02000

... the vrml 3d trade-show exhibit for Seybold San Francisco.
Honeybee Software2338
Honeybee Software will show its **Job** Central **job - tracking** application designed for the **graphic** arts market. It allows the user to create a budget or estimate, prepare a **work schedule** , print proposals, **track** time sheets, enter purchase and insertion orders, calculate billable amounts, create invoices and review transactions for profitability...

...Leo Burnett, Regis McKenna and NFL Productions.
Honeybee will also show Fourth Power Service 3.5, a **job - management** system that includes many of the same features as Job Central, but adds a full accounting system...

34/3,K/2 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01800003 SUPPLIER NUMBER: 17148330 (USE FORMAT 7 OR 9 FOR FULL TEXT)
PLATINUM ADDS SIMPLE NETWORK MANAGEMENT PROTOCOL SUPPORT TO JOB SCHEDULER FOR DISTRIBUTED UNIX.
Computergram International, pCGN06280012
June 28, 1995
ISSN: 0268-716X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 323 LINE COUNT: 00028

TEXT:
Platinum Technology Inc's latest version of its AutoSys **job management** and **scheduling** tool for distributed Unix environments now includes Simple Network Management Protocol support for integration with third party...

...HP OpenView. Platinum says the new 3.2 version has a utility for migrating from rudimentary Unix **job schedulers** , such as kron, to a complete **job management** offering via AutoSys. As well as a new AutoSys/Xpert graphical tool set version 3.2 now...

...and job descriptions from the database and instructs the remote agents to perform specific tasks. After the **tasks** are performed, the agent sends the **status** results to the database. The product is a component of Platinum's Open Enterprise Environment. Version 3.2 is out at the end of July starting at $9,000 for the **scheduling** server, and $500 for each **job** execution client. AutoSys/Xpert 1.0 is a new graphical front-end tool for AutoSys 3.2...

...forms of project management charting, TimeScape, which it describes as a time-based Gantt-chart view of **job** processing; JobScape, a Pert-chart **picture** of **job** -flow structures, and HostScape, which presents a view of the job stream in relation to the physical...

34/3,K/3 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01770431 SUPPLIER NUMBER: 16825672 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Information managers on the Macintosh. (Claris' Claris Organizer; Visionary Software's First Things First 4.0; Attain's In Control 3.07; Rae Technology's Rae Assist 1.5) (sidebar to "PIMs That Can Save Your Day") (Software Review) (Brief Article) (Evaluation)
Computer Shopper, v15, n5, p532(2)
May, 1995
DOCUMENT TYPE: Brief Article Evaluation ISSN: 0886-0556
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 684 LINE COUNT: 00063

... 1.5 are ready to come to the rescue.
Claris Organizer 1.0 offers an integrated agenda/ **scheduler** , contact manager/address book, **task manager** , and notes module. You can use the agenda to set appointments and alarms in daily, weekly, or monthly views. Creating your appointments is as simple as dragging contact records onto a **task icon** ; to reschedule a meeting, just drag and drop.
The contact manager stores names, addresses, and phone numbers...

...a pleasure to use.
A more specialized PIM is Visionary's First Things First 4.0, which **tracks** only appointments and **tasks** . After you start your Mac, this program displays a tiny clock on your desktop. Whenever you need...

34/3,K/4 (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

01677647 SUPPLIER NUMBER: 15316408 (USE FORMAT 7 OR 9 FOR FULL TEXT)
P is for personal. (personal information managers) (Software Review) (overview of 14 evaluations of personal information managers) (includes related articles on highlights, Editors' Choices, Suitability to Task ratings) (Evaluation)
Rettig, Hillary
PC Magazine, v13, n9, p209(22)
May 17, 1994
DOCUMENT TYPE: Evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3491 LINE COUNT: 00282

... offer rich calendar options, including views by day, week, month, and year. It should also let you **schedule tasks** easily using **graphics** tools such as clocks and time lines. Alarms--visual and aural--should be customizable, scheduling conflicts should...

...such as DayTimer and Franklin Day Planner. The package should also provide filtering of events by date, **status** , and other criteria prior to printing.
Task /project **management** . A PIM should let you set up multiple to-do lists and sort the items in each...

34/3,K/5 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

03895964 Supplier Number: 50058438 (USE FORMAT 7 FOR FULLTEXT)
VODAFONE: Vodafone data network launches vehicle recovery manager package at AVRO '98
M2 Presswire, pN/A
June 8, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 564

... Manager, a revolutionary administration and despatch system for the

vehicle recovery industry.
Vehicle Recovery Manager uniquely integrates **job management**, vehicle **tracking** and garage administration within a single Windows-based solution. Developed by Vodafone Data Network in conjunction with...

...terminals, mobile phones or pagers. Powerful mapping features are built into the software and provide constant vehicle **tracking** and **job status** details, allowing an agent to keep on top of all outstanding **jobs** and to **schedule** in new **jobs** easily. All activities can be monitored, and a record is made of every job. This simplifies job...
...mouse at a particular job, dragging the item across the screen, and dropping it on tile fleet **icon**. The **job** is then allocated to the best-placed vehicle in the field in a matter of seconds.
By...

34/3,K/6 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

01889057 Supplier Number: 43273776 (USE FORMAT 7 FOR FULLTEXT)
Applications of Business Networks Groupware as an Information Service
Electronic Services Update, pN/A
Sept 1, 1992
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1606

... the provision and integrated management of:
Electronic mail
Document management
PC-based conferences
Workflow automation
Bulletin boards
Tracking /reporting
Calendars for **scheduling**
Shared databases
Task /project **management**
Industry-specific **tasks**
- with audio, **images** as well as text objects in any of these applications. While not all groupware products in 1992...

34/3,K/7 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

07053117 Supplier Number: 58381070 (USE FORMAT 7 FOR FULLTEXT)
New Models for Print Workflow: Collabria, ImageX and Impresse.(Company Business and Marketing)
Votsch, Victor
The Seybold Report on Publishing Systems, v28, n18, pNA
June 21, 1999
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1591

... of modules (PresseBuyer, PresseManager and PresseFactory) customized for specific functions within the workflow. Purchasing, customer service and **job management** functions are all addressed.
PresseBuyer. PresseBuyer is an E-commerce gateway that enables print buyers to place...

...production or document management systems to initiate the production process.
PresseManager. PresseManager, which handles customer-service-oriented **job management** and **tracking** functions, acts as a secure repository holding print-ready documents, jobs and other assets. Users can browse...

manages and automates the execution of the job within the print shop, provides unique decision support and **scheduling** functions based on the **job** ticket and PresseFactory's monitoring of shop capabilities and uptime **status** . The **schedule** module controls the flow of **jobs** to appropriate stations in the best sequence for the job and the shop. The system automatically flows...

...or processing bottlenecks, the system automatically recommends alternative options.

The PresseFactory supervisor console provides a Java-based **graphical** representation of each machine, employee and **job** in the queue. It provides real-time information with a drag-and-drop interface. It enables performing...

34/3,K/8 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

01891849 Supplier Number: 42405257 (USE FORMAT 7 FOR FULLTEXT)
Computerized System For Corrosion Control
Pipeline & Gas Journal, p26
Oct, 1991
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2478

... conceptualized by Northwest Pipeline and jointly designed with FERA.

Corrosion data collection forms are managed while automatically **scheduling work** . Data **management** of jurisdictional **work** not completed within regulated times, non-compliance data and other deficiency situations are tracked from inception to resolution through a detailed action maintenance process. The system automatically cross- checks related forms and **work orders** to ensure completion of all documents.

Computerized close-interval survey data collection and engineering analysis are incorporated...

...system updates.

The system provides a complete audit trail of all corrosion control activities and tabular or **graphic** reporting of corrosion data, **labor** use and regulatory compliance. By providing an audit trail, the application of the 100-mV cathodic polarization...

34/3,K/9 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

12361678 SUPPLIER NUMBER: 62649748 (USE FORMAT 7 OR 9 FOR FULL TEXT)
software.
EMedia Professional, 13, 5, 20
May, 2000
ISSN: 1090-946X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 287 LINE COUNT: 00026

Young Minds, Inc. has announced its new CD-R **job management** network application called CD-Q. This allows CD-R equipment to be shared over the network, and also allows CD-R **jobs** to be **tracked** and audited for accountability or billing. Every user can send unformatted data files or preformatted disc images to CD-Q, and any premastering software can be used to send a disc **image** to CD-Q. **Jobs** are prioritized, **scheduled** , and completed according to both preset and dynamic parameters for each user, group, and CD-R drive...

34/3,K/10 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

08671862 SUPPLIER NUMBER: 18257673 (USE FORMAT 7 OR 9 FOR FULL TEXT)
PC software buyer's guide. (Special Series 2nd Installment: Maintenance Management) (Buyers Guide)
Ogando, Joseph
Plastics Technology, v42, n3, p38(4)
March, 1996
DOCUMENT TYPE: Buyers Guide ISSN: 0032-1257 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 2197 LINE COUNT: 00189

... is integrated with a Project Management system that provides Pert charts, Gantt charts, and critical-path calculation. **Work** orders can be written against equipment, locations, or cost centers. Price: $4900 for a single user up...and inventory control. The system can interface with real-time manufacturing systems, enabling Tool-Track to generate **work orders** based on cycles or hours run. It is also compatible with ISO and QS 9000 document-control...

...1 or 95 include a reports generator and a "Smart Scheduler" to plan maintenance schedules and generate **work orders** . Price: $2999.
TECWORKS INC.
1050 Walnut St., Suite 330, Boulder, CO 80302 Phone: 303-440-8912 Fax: 303-440-8962
IMPAKT! for Windows **schedules** preventive maintenance, generates **work orders** , and also handles labor **tracking** , inventory control, purchasing, and receiving. Its database stores equipment histories. Price: $1945 for stand-alone version. Network...

...1656
Maintenance Director schedules and tracks corrective repairs as well as preventive and predictive maintenance activities. It **tracks** labor, materials, inventory, and **work orders** - all by user-defined cost centers. Maintenance Director runs as a stand-alone package under Windows 3 ...

34/3,K/11 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

08174312 SUPPLIER NUMBER: 17518787 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Honeybee sweetens project management. (Honeybee Software's Job Central scheduling application) (Product Announcement) (Brief Article)
Ryer, Kelly
MacWEEK, v9, n39, p15(1)
Oct 2, 1995
DOCUMENT TYPE: Product Announcement Brief Article ISSN: 0892-8118
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 253 LINE COUNT: 00023

Looking to take the sting out of **work** -flow **management** for **graphic** designers, Honeybee Software Inc. last week announced **Job** Central at Seybold San Francisco.
Due in October for about $600 per user, the Power Mac-native package is designed to help advertising and graphic design companies **track** the cost and **scheduling** of projects.
Job Central is based on ACI US Inc.'s 4th Dimension database. It will support a variety of...

...capabilities, the company said. Its automatic scheduler will notify logged-in users via electronic mail when the **status** or due date of a **job** has changed.
Beta tester Mercie Carroll, an independent graphic designer in Redwood City, Calif., said: "Paperwork's always been my bottleneck. **Job** Central **tracks** a **job** from the quote right down to the invoice."
Honeybee said the package's primary target is Mac...

34/3,K/12 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

07503902 SUPPLIER NUMBER: 15703047 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Right on schedule. (computer-assisted scheduling)
Goldman, Donald H.
American Printer, v213, n5, p38(4)
August, 1994
ISSN: 0744-6616 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2408 LINE COUNT: 00200

... in the departmental workloads. The scheduling principles Merit teaches are the basis of an effective computer-assisted **scheduling** system.

Labor intensity is where manual scheduling methods fail. Completing scheduling cards, tracking job status and updating...

...scheduling boards found in many plants. The purpose of these boards is to provide backlog information and **track job status** . For many printers, just knowing how much **work** is in-house may be good enough, as well as be an improvement over manual **job tracking** methods.

There are labor-saving benefits with some of these offerings since initial production operations and labor...
...to schedulers for setting and verifying due dates, prioritizing the plant/department production load, managing workflow sequence, **tracking job status** , managing customer-related activities, and **tracking** materials/buyouts.

Through on-screen graphics, the plant backlog, department/machine/operation gaps, **jobs** in trouble, **schedule** conflicts and bottlenecks can be seen and acted upon. Printed or on-screen reports keep supervisors, production management, customer service, sales and others informed of plant and **job status** .

The ability to dynamically change schedules and immediately see the results is a major benefit of CAS...

...key or mouse stroke and view the details of the jobs involved. Next, they interact with the **schedule** , moving **jobs** around, adding additional shifts or overtime hours, or buying services to alleviate the situation.

Similarly, by seeing...

34/3,K/13 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01146797 97-96191
A workflow strategy that works
Fenton, Howard
American Printer Links Supplement PP: 6-14 Dec 1995
ISSN: 0744-6616 JRNL CODE: APR
WORD COUNT: 1511

...TEXT: various workflow management sessions at the Vue/Point conferences over the years, the definitions have included: networking, **scheduling** , **job tracking** , file backup, **image** /file archiving and traditional **job management** .

Most shops have put their own spin on the definition, but typically still have fallen short of...

```
File   8:Ei Compendex(R) 1970-2005/Jan W3
         (c) 2005 Elsevier Eng.  Info. Inc.
File  35:Dissertation Abs Online 1861-2005/Jan
         (c) 2005 ProQuest Info&Learning
File  65:Inside Conferences 1993-2005/Feb W3
         (c) 2005 BLDSC all rts. reserv.
File   2:INSPEC 1969-2005/Feb W2
         (c) 2005 Institution of Electrical Engineers
File  94:JICST-EPlus 1985-2005/Jan W2
         (c)2005 Japan Science and Tech Corp(JST)
File 483:Newspaper Abs Daily 1986-2005/Feb 22
         (c) 2005 ProQuest Info&Learning
File   6:NTIS 1964-2005/Feb W2
         (c) 2005 NTIS, Intl Cpyrght All Rights Res
File 144:Pascal 1973-2005/Feb W2
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         (c) 2005 The HW Wilson Co
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         (c) 2004 Info.Sources Inc

Set     Items   Description
S1      11563   (WORK OR WORKFORCE OR LABOR OR TASK? ? OR JOB? ?)(1W)MANAG?
S2     810701   CONTRACTOR? ? OR JANITOR? OR DAY()LABORER? ? OR (SUPPORT OR
              MAINTENANCE OR CLEANING)()(STAFF OR PERSONNEL OR WORKER? ? OR
              CREW? ? OR WORKFORCE) OR EMPLOYEE? ? OR WORKER? ?
S3      47090   SCHEDUL???(5N)(WORK OR LABOR OR TASK? ? OR JOB? ?)
S4       2755   SCHEDUL???(5N)S2
S5      47783   (WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(ICON? ? OR SYMBOL?
              ? OR IMAGE? ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PH-
             OTO? ? OR PHOTOGRAPH? ? OR ILLUSTRATION? ?)
S6    2416396   SERVER? ? OR NETWORK?? OR WAN OR LAN OR DISTRIBUTED()(COMM-
             UNICATION OR MEDIA OR MEDIUM)
S7     223735   (CREAT??? OR PRODUC? OR GENERAT? OR INPUT??? OR SUBMIT? OR
             ENTER??? OR ASSIGN? OR DESIGNAT?)(7N)(WORK OR LABOR OR TASK? ?
              OR JOB? ?)
S8       2485   (WORK OR TASK OR JOB)()ORDER? ?
S9      26476   (STATUS OR TRACK???)(7N)(WORK OR TASK? ? OR JOB? ?)
S10       395   (WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(INSTRUCTIONS OR D-
             IRECTIONS OR GUIDELINE? ?)(7N)(ICON? ? OR SYMBOL? ? OR IMAGE?
             ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PHOTO? ? OR PHO-
             TOGRAPH? ? OR ILLUSTRATION? ?)
S11         2   (S1 OR S3:S4) AND S10
S12       515   (S1 OR S3:S4) AND S5
S13        48   S12 AND S2
S14        23   S13 AND S6:S9
S15        17   RD (unique items)
S16        83   S12 AND S6
S17        66   RD (unique items)
S18        49   S17 NOT (S11 OR S15 OR PY=2002:2005)
S19         6   S1 AND S3:S4 AND S5
S20         5   RD (unique items)
S21       151   S1 AND S3:S4 AND S6
S22        14   S21 AND S2
S23        12   S21 AND S8:S9
S24        24   S22:S23
```

S25 16 RD (unique items)

25/5/3 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC

8014468 INSPEC Abstract Number: C2004-08-6150N-058
Title: A database-based job management **system**
Author(s): Ji-chuan Zheng; Zheng-guo Hu; Liang-liang Xing
Author Affiliation: Dept. of Comput. Sci. & Eng., Northwestern Polytech. Univ., Xian, China
Conference Title: Rough Sets, Fuzzy Sets, Data Mining, and Granular Computing. 9th International Conference, RSFDGrC 2003. Proceedings (Lecture Notes in Artificial Intelligence Vol.2639) p.598-602
Editor(s): Wang, G.; Liu, Q.; Yao, Y.; Skowron, A.
Publisher: Springer-Verlag, Berlin, Germany
Publication Date: 2003 Country of Publication: Germany xvii+741 pp.
ISBN: 3 540 14040 9 Material Identity Number: XX-2003-01762
Conference Title: Rough Sets, Fuzzy Sets, Data Mining, and Granular Computing. 9th International Conference, RSFDGrC 2003. Proceedings
Conference Date: 26-29 May 2003 Conference Location: Chongqing, China
Language: English Document Type: Conference Paper (PA)
Treatment: Practical (P)
Abstract: By combining database and **job management** technology, this paper designs a database-based **job management** system (JMS), called DB-based JMS. The system architecture is described. The functions and relationships of the components in this system are defined. Aiming at **network** computing environment, two kinds of DB-Based JMS cluster model are provided. Their working modes are detailed, and their advantages and disadvantages are compared. In addition, scheduling granularity is also discussed. (10 Refs)
Subfile: C
Descriptors: database management systems; database theory; middleware; scheduling; software architecture
Identifiers: database-based **job management** system; system architecture; component function; intercomponent relationships; **network** computing environment; cluster model; scheduling granularity; middleware; **job scheduling** ; job controlling; **job tracking** ; job statistic; load-balancing JMS; distributed computing resources; DBMS
Class Codes: C6150N (Distributed systems software); C4250 (Database theory); C6110B (Software engineering techniques); C6110J (Object-oriented programming); C6160 (Database management systems (DBMS))

25/5/4 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC

6516166 INSPEC Abstract Number: B2000-04-8120J-017, C2000-04-7410B-045
Title: Ivos-a system for optimized scheduling **and coordination of** work orders **in distribution** networks
Author(s): Neumann, U.; Sturner, J.
Journal: Elektrizitaetswirtschaft vol.98, no.25 p.43-5, 48
Publisher: VDEW,
Publication Date: 29 Nov. 1999 Country of Publication: Germany
CODEN: EKZWAZ ISSN: 0013-5496
SICI: 0013-5496(19991129)98:25L.43:ISOS;1-Y
Material Identity Number: E039-1999-031
Language: German Document Type: Journal Paper (JP)
Treatment: Practical (P)
Abstract: In the paper the authors describe processes and functions supported by an IT-based scheduling tool including optimization functions for a more effective **work management** . In addition, the experiences made with a prototype of such an application are reported. (0 Refs)
Subfile: B C
Descriptors: distribution **networks** ; power engineering computing; scheduling; workflow management software
Identifiers: optimized scheduling; **work orders** coordination; distribution **networks** ; Ivos; IT-based scheduling tool; optimization

functions; **work management**
Class Codes: B8120J (Distribution networks); C7410B (Power engineering computing)

25/5/5 (Item 3 from file: 2)
DIALOG(R)File 2:INSPEC

04205495
Title: BC Gas lines up with Andersen (outsourcing)
Author(s): Appleby, C.
Journal: InformationWEEK no.379 p.26, 30
Publication Date: 22 June 1992 Country of Publication: USA
CODEN: INFWE4 ISSN: 8750-6874
Language: English Document Type: Journal Paper (JP)
Treatment: General, Review (G)
Abstract: When BC Gas Incorporated wanted to abandon mainframe-based computing in favor of client- **server** computing, it turned to Andersen Consulting for help in developing a new systems architecture. BC took things a step further when it hired Andersen to manage its new client- **server network** . Under a $4 million **work management** contract with the Vancouver-based utility, Andersen will manage applications such as **work** initiation, planning, **scheduling** , **tracking** , standards maintenance, and performance writing. Those are all part of a client- **server** software suite known as Work/1 Cooperative, which runs on an IBM 3090 mainframe and OS/2 workstations, and which was developed using Andersen's Foundation CASE (computer-aided software engineering) tool. The software, which Andersen is now marketing to other utilities, was jointly developed with BC Gas. The advantages of this outsourcing agreement are briefly reviewed. (0 Refs)
Subfile: D
Descriptors: DP management; public utilities
Identifiers: BC Gas Incorporated; client- **server** computing; Andersen Consulting; client- **server network** ; work initiation; planning; scheduling; tracking; standards maintenance; performance writing; Work/1 Cooperative; IBM 3090 mainframe; OS/2 workstations; outsourcing agreement
Class Codes: D2130 (Public utilities); D5000 (Office automation - computing)

25/5/6 (Item 4 from file: 2)
DIALOG(R)File 2:INSPEC

01831826 INSPEC Abstract Number: C82015806
Title: Distributed task **force** scheduling **in multi-microcomputer** networks
Author(s): Van Tilborg, A.M.; Wittie, L.D.
Author Affiliation: Calspan Advanced Technol. Center, Buffalo, NY, USA
Conference Title: AFIPS Conference Proceedings. Vol.50. 1981 National Computer Conference p.283-9
Publisher: AFIPS, Arlington, VA, USA
Publication Date: 1981 Country of Publication: USA xv+719 pp.
Conference Date: 4-7 May 1981 Conference Location: Chicago, IL, USA
Language: English Document Type: Conference Paper (PA)
Treatment: Practical (P)
Abstract: Efficient **task scheduling** techniques are needed for microcomputer **networks** to be used as general purpose computers. The Wave Scheduling technique, developed for the MICRONET **network** computer, co- **schedules** groups of related **tasks** onto available **network** nodes. **Scheduling** managers are distributed over a logical control hierarchy. They subdivide requests for groups of free **worker** nodes and send waves of requests towards the leaves of the control hierarchy, where all **workers** are located. Because requests from different managers compete for **workers** , a manager may have to try a few times to **schedule** a task force. Each **task** force **manager** actually requests slightly more **workers** than it

really needs. It computes a request size which minimizes expected scheduling overhead, as measured by total idle time in **worker** nodes. Using a Markov queueing model, it is shown that Wave Scheduling in a **network** of microcomputers is almost as efficient as centralized scheduling. (19 Refs)
Subfile: C
Descriptors: multiprocessing systems; scheduling; supervisory and executive programs
Identifiers: scheduling managers; multi-microcomputer **networks** ; **task scheduling** ; microcomputer **networks** ; Wave Scheduling technique; MICRONET; Markov queueing model
Class Codes: C6150J (Operating systems)

25/5/8 (Item 2 from file: 94)
DIALOG(R)File 94:JICST-EPlus

02695352 JICST ACCESSION NUMBER: 95A0808848 FILE SEGMENT: JICST-E
Work Schedule Management . **How to Prepare** Work Schedule .
TANAKA TSUTO (1)
(1) Kandenko Co., Ltd.
Densetsu Kogyo(Electrical Construction Engineering), 1995, VOL.41,NO.9, PAGE.16,17-23, FIG.9, TBL.3, REF.1
JOURNAL NUMBER: G0901AAI ISSN NO: 0374-3128
UNIVERSAL DECIMAL CLASSIFICATION: 658.511/.516 696.5/.6+614.842/.845
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Commentary
MEDIA TYPE: Printed Publication
ABSTRACT: Rules for making a **network** chart and a bar chart are enumerated, and the determination of **schedule** order, estimation of **work** time, and precautions for meeting with other **contractors** are explained. **Work schedule** is categorized as comprehensive, monthly and weekly schedules in terms of period. Marking days, like completion/delivery day and governmental inspection day, should be noted. Basic rules for **network** chart are explained.
DESCRIPTORS: process control(production); building work; **network** programming; scheduling; inspection; control chart; building electric service; electric work
BROADER DESCRIPTORS: production management; management; construction work; construction(work); operations research; diagram and table; building equipment; facility
CLASSIFICATION CODE(S): KB03030P; RB06030R

25/5/10 (Item 1 from file: 6)
DIALOG(R)File 6:NTIS

2262961 NTIS Accession Number: DE2003-15002766/XAB
SLURM: Simple Linux Utility for Resource Management
Jette, M. ; Dunlap, C. ; Garlick, J. ; Grondona, M.
Lawrence Livermore National Lab., CA.
Corp. Source Codes: 068147000
Sponsor: Department of Energy, Washington, DC.
Report No.: UCRL-MA-147996
24 Apr 2002 28p
Languages: English
Journal Announcement: USGRDR0315
Sponsored by Department of Energy, Washington, DC.
Product reproduced from digital image. Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)605-6900; and email at orders@ntis.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.
NTIS Prices: PC A03/MF A01
Country of Publication: United States
Simple Linux Utility for Resource Management (SLURM) is an open source,

fault-tolerant, and highly scalable cluster management and **job scheduling** system for Linux clusters of thousands of nodes. Components include machine **status** , partition management, **job management** , and **scheduling** modules. The design also includes a scalable, general- purpose communication infrastructure. Development will take place in four phases: Phase I results in a solid infrastructure; Phase 11 produces a functional but limited interactive job initiation capability without use of the interconnect/switch; Phase I11 provides switch support and documentation; Phase IV provides **job status** , fault-tolerance, and **job** queuing and control through Livermore's Distributed Production Control System (DPCS), a meta-batch and resource management system.

Descriptors: *Computer **networks** ; *Scheduling; *Resource management; Architecture(Computers)

Identifiers: *SLURM (Simple Linux Utility for Resource Management); *Simple Linux Utility for Resource Management; LINUX; NTISDE

Section Headings: 62GE (Computers, Control, and Information Theory--General)

25/5/13 (Item 2 from file: 256)
DIALOG(R)File 256:TecInfoSource

00130560 DOCUMENT TYPE: Review

PRODUCT NAMES: e-Force Workforce Management **Suite (049131); PrimeTime Enterprise 3.0 (046043); Aspect Workforce eManagement (049123); CenterForce Planner 2.0 (049158); Callcenter Floor Manager (049166**

TITLE: Keeping On Schedule With Workforce Management **Software**
AUTHOR: Hollman, Lee
SOURCE: Call Center Magazine, v14 n4 p70(11) Apr 2001
ISSN: 1064-5543
HOMEPAGE: http://www.callcentermagazine.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Interactive Software Systems' e-Force **Workforce Management** Suite, Blue Pumpkin's PrimeTime Enterprise 3.0, Aspect's Aspect eWorkforce Management, CenterForce Technologies' CenterForce Planner 2.0, and Callcenter Performance Management's Callcenter Floor Manager are **workforce management** products that help manage agents' time effectively. The e-Force **Workforce Management** Suite collects historical data from e-mail and Web **servers** to help create forecasts. There are also three new modules that have been added to the suite: **Employee** @access will let agents see their schedules online, Vacation Management, which works with **Employee** @access, allows agents to request vacation times online, and e-Force MessageNet will help agents trade shifts and vacation times. PrimeTime Enterprise works with Blue Pumpkin's new PrimeTime Exchange software to gather data from sources other than the phone switch. PrimeTime Exchange can find data from vendors' e-mail **servers** and then send it to PrimeTime Enterprise. Aspect eWorkforce Management generates forecasts for media such as text chat and e-mail, and allows the appropriate agents to be scheduled for handling each type of message. CenterForce Planner will generate forecasts for outbound call contact success rates that can be viewed through a Web browser, and Callcenter Floor Manager helps create schedules specifically for call center supervisors by saving profiles for each supervisor, including their staff's preferred **work schedules** .

COMPANY NAME: Interactive Software Systems (686875); Blue Pumpkin Software Inc (642771); i2 Technologies Inc (539864); CenterForce Technologies (663379); Callcenter Performance Management LLC (702404)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Call Centers; Customer Service; **Employee** Supervision; **Scheduling** ; System Monitoring; Telephone Monitoring
REVISION DATE: 20011030

25/5/14 (Item 3 from file: 256)
DIALOG(R)File 256:TecInfoSource

00125152 DOCUMENT TYPE: Review

PRODUCT NAMES: e-FORCE (013242); PrimeTime Enterprise Edition 2.0 (046043); Aspect SeriesFive (013251); TotalView (647438); Workforce Manager **(013269**

TITLE: Time On Your Side: Workforce Management **Software And You**
AUTHOR: Hollman, Lee
SOURCE: Call Center Magazine, v13 n4 p50(12) Apr 2000
ISSN: 1064-5543
HOMEPAGE: http://www.callcentermagazine.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Interactive Software Systems' e-Force, Blue Pumpkin's PrimeTime Enterprise 2.0, Aspect Communications' Aspect SeriesFive, IEX's TotalView, Genesys' **Workforce Manager** , Teleopti's Call Center Coach, ISC's Irene, and Professional Resource Management's Agent Power are some of the **workforce management** products on the market that can ensure call centers always have enough agents available to assist customers. E-Force determines the number of e-mail messages a call center receives through a Web connection to a **server** . It will also capture historical data from an ACD to help predict call volumes, and from a predictive dialer to determine that number of agents that should be available for outbound calls. PrimeTime Enterprise is designed for call centers set in different time zones and can be used to customize scheduling procedures at each call center. Aspect SeriesFive will merge data from a call center's ACD with historical data in order to calculate the number of agents needed at any given time. TotalView allows for the creation of forecasts for 15-minute, half-hour or intra-day intervals, or even months of years in advance. **Workforce Manager** has three forecasting options, and can incorporate data from systems other than a PBX.

COMPANY NAME: Interactive Software Systems (686875); Blue Pumpkin Software Inc (642771); Aspect Communications (531201); IEX (575615); Genesys Telecommunications Laboratories Inc (608122)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Call Centers; Electronic Customer Service; **Employee** Supervision; **Scheduling** ; Telecommunications
REVISION DATE: 20011130

25/5/15 (Item 4 from file: 256)
DIALOG(R)File 256:TecInfoSource

00124808 DOCUMENT TYPE: Review

PRODUCT NAMES: Manufacturing Execution Systems (833312)

TITLE: Manufacturing execution systems
AUTHOR: Vijayan, Jaikumar
SOURCE: Computerworld, v34 n31 p38(1) Jul 31, 2000
ISSN: 0010-4841
HOMEPAGE: http://www.computerworld.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Manufacturing execution systems (MESs) are defined as software that 'help manufacturers optimize production by delivering real-time operations information to and from the factory floor to plant manager, who are responsible for various activities. These functions include resource allocation, quality control, performance analysis, and **labor management** .' Factory-wide MESs **track** production **schedules** , inventory availability, **work** in progress, and other operations management-related information that moves to and from the manufacturing floor. As the Internet drives a more build-to-order manufacturing model, says an analyst, providing up-to-the-minute shop floor information is critical. Therefore, many companies have to access comprehensive information that reflects activity in manufacturing facilities. For instance, Dell Computer's success depends partly on the ability of back-end systems, including those on the plant floor, to support and communicate with a front-end Web interface. MESs currently are regarded as the critical component that links plant-floor information with business management information from such applications as enterprise resource planning (ERP) and customer relationship management (CRM). Implementation of an MES that is linked the entire enterprise has many challenges, especially in environments running heterogeneous systems. Among tasks required is integration of software, **networks** , protocols, and languages, which require layers of middleware and connectivity components.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Charts
DESCRIPTORS: Integration Software; Manufacturing; Manufacturing Execution Systems; Real Time Data Acquisition; Shop Floor Control
REVISION DATE: 20020830

25/5/16 (Item 5 from file: 256)
DIALOG(R)File 256:TecInfoSource

00117879 DOCUMENT TYPE: Review

PRODUCT NAMES: FastTrack Schedule 6.01 (328855); Job Manager **1.5 (570273)**; **JobOrder Business Process Management Software 7.02 (761001**

TITLE: Job - Management **Software**
AUTHOR: Heck, Mike
SOURCE: Macworld, p39(1) Jun 1999
ISSN: 0741-8647
HOMEPAGE: http://www.macworld.com

RECORD TYPE: Review
REVIEW TYPE: Review
GRADE: B

AEC Software's FastTrack **Schedule** 6.01, MetaCommunications' **Job Manager** 1.5, and Management Software's JobOrder 7.02 are reviewed **job management** products for the Macintosh. All receive very good marks overall for their ability to provide low-cost, easy-to-use **job management** . JobOrder 7.02 is based on the ACI US 4th Dimension database, and will be attractive to ad agencies, design shops, consultancies, and engineering companies. It performs **job** planning and estimation; **scheduling** , proposal creation; inventory management; and accounting, but has a learning curve. **Job Manager** 1.5 provides a broad-based selection of **job tracking** and costing features, and has a streamlined and logical design. Windows NT **Server** is required, and no basic accounting features are provided. Like JobOrder, it **tracks jobs** from order entry through invoicing, and allows **employees** to record time and material data. It also generates management reports on the fly. **Job Manager** is a good choice for commercial printers, publishers, and design shops since it is stable, easy to customize, and speedier than JobOrder. FastTrack **Schedule** 6.0 provides automated **task** linking, scripting, filtering, and activity outlining, along with excellent presentation tools. However, it lacks resource management features.

File 348:EUROPEAN PATENTS 1978-2005/Feb W02
(c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20050217,UT=20050210
(c) 2005 WIPO/Univentio

Set	Items	Description
S1	2054	(WORK OR WORKFORCE OR LABOR OR TASK? ? OR JOB? ?)(1W)MANAG?
S2	56548	CONTRACTOR? ? OR JANITOR? OR DAY()LABORER? ? OR (SUPPORT OR MAINTENANCE OR CLEANING)()(STAFF OR PERSONNEL OR WORKER? ? OR CREW? ? OR WORKFORCE) OR EMPLOYEE? ? OR WORKER? ?
S3	4265	SCHEDUL???(5N)(WORK OR LABOR OR TASK? ? OR JOB? ?)
S4	340	SCHEDUL???(5N)S2
S5	11963	(WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(ICON? ? OR SYMBOL? ? OR IMAGE? ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PHOTO? ? OR PHOTOGRAPH? ? OR ILLUSTRATION? ?)
S6	264359	SERVER? ? OR NETWORK?? OR WAN OR LAN OR DISTRIBUTED()(COMMUNICATION OR MEDIA OR MEDIUM)
S7	42435	(CREAT??? OR PRODUC? OR GENERAT? OR INPUT??? OR SUBMIT? OR ENTER??? OR ASSIGN? OR DESIGNAT?)(7N)(WORK OR LABOR OR TASK? ? OR JOB? ?)
S8	776	(WORK OR TASK OR JOB)()ORDER? ?
S9	5590	(STATUS OR TRACK???)(7N)(WORK OR TASK? ? OR JOB? ?)
S10	270	(WORK OR LABOR OR TASK? ? OR JOB? ?)(7N)(INSTRUCTIONS OR DIRECTIONS OR GUIDELINE? ?)(7N)(ICON? ? OR SYMBOL? ? OR IMAGE? ? OR GRAPHIC?? OR PICTURE? ? OR PICTORIAL? OR PHOTO? ? OR PHOTOGRAPH? ? OR ILLUSTRATION? ?)
S11	6	(S1 OR S3:S4)(50N)S10
S12	16	S1(50N)S3:S4(50N)S5
S13	5	(S1 OR S3:S4)(50N)S2(50N)S5
S14	69	(S1 OR S3:S4)(50N)S6(50N)S5
S15	51	S14 AND IC=G06F
S16	179	(S1 OR S3:S4)(50N)S7:S9(50N)S5
S17	41	(S1 OR S3:S4)(50N)S8:S9(50N)S5
S18	24	S11:S13
S19	72	S18 OR S15
S20	43	S19 AND AC=US/PR
S21	39	S20 AND AY=(1970:2001)/PR
S22	45	S19 AND PY=1970:2001
S23	54	S21:S22
S24	34	S17 NOT S23
S25	21	S24 AND AC=US/PR
S26	14	S25 AND AY=(1970:2001)/PR
S27	15	S24 AND PY=1970:2001
S28	21	S26:S27
S29	15	S1(50N)S3:S4(50N)S6(50N)S2
S30	107	S1(50N)S3:S4(50N)S6
S31	66	S1(50N)S3:S4(50N)S6(50N)S7:S9
S32	75	S29 OR S31
S33	70	S32 NOT (S19 OR S24)
S34	36	S33 AND AC=US/PR
S35	28	S34 AND AY=(1970:2001)/PR
S36	34	S33 AND PY=1970:2001
S37	44	S35:S36

37/3,K/3 (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

01349129
Work management system, work management apparatus and work management method
System, Apparat und Verfahren zur Verwaltung von Arbeit
Systeme, appareil et methode de gestion de travail
PATENT ASSIGNEE:
Ricoh Company, Ltd., (209037), 3-6, Nakamagome 1-chome, Ohta-ku, Tokyo 143-8555, (JP), (Applicant designated States: all)
INVENTOR:
Goto, Hideo, Ricoh Company, Limited, 3-6, Nakamagome 1-chome, Ohta-ku, Tokyo 143-8555, (JP)
Masuya, Takashi, Ricoh Company, Limited, 3-6, Nakamagome 1-chome, Ohta-ku, Tokyo 143-8555, (JP)
Uratani, Yoshio, Ricoh Company, Limited, 3-6, Nakamagome 1-chome, Ohta-ku, Tokyo 143-8555, (JP)
Nakanishi, Manabu, Ricoh System Kaihatsu Co., Ltd., 3-12-1, Kachidoki, Chuo-ku, Tokyo 104-0054, (JP)
LEGAL REPRESENTATIVE:
Schwabe - Sandmair - Marx (100951), Stuntzstrasse 16, 81677 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 1152356 A2 011107 (Basic)
EP 1152356 A3 011114
APPLICATION (CC, No, Date): EP 2001107493 010329;
PRIORITY (CC, No, Date): JP 200089989 000329
DESIGNATED STATES: DE; ES; FR; GB; IT; NL
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 86
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200145	2099
SPEC A	(English)	200145	10926
Total word count - document A			13025
Total word count - document B			0
Total word count - documents A + B			13025

...ABSTRACT A3
A **work management** system has a **work management** apparatus (12) and a plurality of user terminals (11). The **work management** apparatus (12) stores employee information on employees and **work management** information for setting work contents of the **employees** , and generates working **schedule** information indicating working **schedules** of the **employees** based on the **employee** information and the **work management** information, and sends the generated employee and management information to the user terminals through the **network** . The user terminals (11) receives and displays the working schedule information.

...SPECIFICATION for each temporary employee would organize shifts in consideration of the possible working hours of the individual **employees** .

Conventionally, at the time of making shifts, a person in charge decides the working hours of individual...on a Web.

According to the second aspect of the present invention, there is provided a work **management** apparatus for generating a work shift table indicating working time schedules of employees (staffs), which apparatus comprises...

...network;
file memory (storage) which stores an employee information file retaining employee information on employees and a **work management** file retaining management information for setting work contents of the

communication means (25) for exchanging information with user terminal means (11) over a network (10);
file...

...F1) and a work management file (F2) of said employees; and
control means (20) for generates a **work** shift table indicating working time **schedules** of said **employees** and sending information over said ...communication means (25).
31. The work management apparatus according to claim 30, characterized in that said work **management** apparatus further comprises:
display means (23) for displaying an input screen accepting input of information for generating...

...be retained in said employee information file (F1) and said management information to be retained in said **work management** file (F2) ; and
instruction input means (22) for inputting a predetermined instruction; and characterized in that said...

...input screen, and stores generated employee information and generated management information in said employee file (F1) and **work management** file (F2), respectively.
32. A program for allowing a computer to function as:
file storage means for storing an employee information file retaining employee information on employees, and a **work management** file retaining management information for setting work contents of employees; and
control means for generating a shift table indicating working time **schedules** of said **employees** and sending information for notifying said user terminals of said shift table.

37/3,K/5 (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

01334195
Scheduling process with resource checking capability
Zeitplanungs-Prozess mit der Moglichheit zum Uberprufen der Bezugsquellen
Procede de planification ayant la capacite de verifier les ressources
PATENT ASSIGNEE:
BRITISH TELECOMMUNICATIONS public limited company, (846100), 81 Newgate Street, London EC1A 7AJ, (GB), (Applicant designated States: all)
INVENTOR:
The designation of the inventor has not yet been filed
LEGAL REPRESENTATIVE:
Read, Matthew Charles et al (47911), Venner Shipley & Co. 20 Little Britain, London EC1A 7DH, (GB)
PATENT (CC, No, Kind, Date): EP 1139247 A1 011004 (Basic)
APPLICATION (CC, No, Date): EP 2000302753 000331;
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 161
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200140	925
SPEC A	(English)	200140	8373
Total word count - document A			9298
Total word count - document B			0
Total word count - documents A + B			9298

...SPECIFICATION monitoring system 3 which identifies work to be carried

out on the system. The fault monitoring system **produces** a list of **tasks** to be carried out by the field engineers together with information concerning the nature of the tasks...

...given an individual job identification number or JIN.
The resulting task data 4 is fed to a **work manager server** 5 that computes **schedules** of **tasks** to be carried out by the individual field engineers E1, E2... En. The **work manager server** handles tasks for the entire telecommunications system 1 although may conveniently comprise a number of **network server** processors distributed around the country.
The **work manager server** 5 is additionally fed with information concerning the field engineers E1, E2... En from an engineer data...

...that other wide area networks could be used. Thus, a plurality of workstations 7 communicate with the **server** 5 through the Internet 8 in order to provide management information to the individual organisational units associated...

...the individual engineers. Thus, when a engineer completes a task, a report is provided back to the **work manager server** 5 in order to enable the **server** to keep an account of work carried out and to update and optimise the schedules. After completion...

...the communication of task completion reports and task requests is shown schematically by functional block 9.
The **work manager server** 5 is shown in more detail in Figure 2 and comprises a general purpose computer configured to operate as a **server** and provide the functionality shown schematically within the hatched outline. The **server** 5 includes a **scheduler** 10 which receives the **task** data 4 and engineer data 6 together with the engineer reports 9. The scheduler 10 performs a...
...such as a hard disc (not shown).
Scheduler 10 may operate to generate an initial series of **schedules** allocating field engineers to the **tasks** . The initial **schedules** may be **generated** in a two-stage process in which a rule-based system allocates tasks selected as being difficult...

37/3,K/10 (Item 10 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

01085372
Workflow management system, method and medium with personal subflows
Arbeitsfluss-Verwaltungssysteme, Verfahren und Medium mit personlichen Unter-Arbeitsflussen
Systeme de gestion de flux de travail, methode et medium avec des sous-flux personels
PATENT ASSIGNEE:
Enterworks, Inc., (2765870), 19886 Ashburn Road, Ashburn, Virginia 20147, (US), (Applicant designated States: all)
INVENTOR:
ENTERWORKS,INC, 19886 Ashburn Road, Virginia 20147, (US)
LEGAL REPRESENTATIVE:
Kinsler, Maureen Catherine et al (87471), Kilburn & Strode, 20 Red Lion Street, London WC1R 4PJ, (GB)
PATENT (CC, No, Kind, Date): EP 953929 A2 991103 (Basic)
EP 953929 A3 030102
APPLICATION (CC, No, Date): EP 99303416 990430;
PRIORITY (CC, No, Date): US 70636 980430
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 122
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language Update Word Count
CLAIMS A (English) 9944 1073
SPEC A (English) 9944 6020
Total word count - document A 7093
Total word count - document B 0
Total word count - documents A + B 7093

...SPECIFICATION and Sceduling, Routing, and Morphing of Work Items
The preferred logic for implementing client-based applications and **scheduling** , routing, and morphing of **work** items is described in a US. Patent Application, entitled Workflow Management System, Method, and Medium that Morphs **Work** Items, which is **assigned** to the same **assignee** and which is hereby incorporated by reference in its entirety. For the sake of brevity, that description...
...Figure 5. The logic starts in step 500 and proceeds to step 505.
In step 505, the **server** 110 sends a work item event message to a client of interest 130 indicating that a **work** item object 117 has been **scheduled** for that activity. Clients 130 (specifically **task manager** logic) each include conventional event listening logic which is registered with the **server** 110 to listen for new work item events. In response to receiving a new work item event, the client requests from the **server** 110 a refresh of the client's in-box. The sever obtains the "in-box" information from...

...database 125 and sends it to the client The in-box information includes the names of the **work** items **assigned** to the client (each **work** item being named using conventional naming techniques such as OQL) and may include other work item-related...

37/3,K/16 (Item 16 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

00293139
An improved subsystem input service for dynamically scheduling work for a computer system.
Eingabe-Dienstsubsystem zur dynamischer Arbeitsplanung fur ein Computersystem.
Sous systeme de service d'entree pour organiser dynamiquement les travaux pour un systeme d'ordinateur.
PATENT ASSIGNEE:
International Business Machines Corporation, (200120), Old Orchard Road, Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)
INVENTOR:
Kahn, Kenneth Alan, 38 Willow Brook Heights, Poughkeepsie New York 12603, (US)
Martinez, Robert Matthew, 40 Beechwood Park, Poughkeepsie New York 12601, (US)
Vainikainen, Juha Pentti, Haukiverkko 4 B 8, SF-02170 Espoo, (FI)
LEGAL REPRESENTATIVE:
Jost, Ottokarl, Dipl.-Ing. (6092), IBM Deutschland Informationssysteme GmbH, Patentwesen und Urheberrecht, D-70548 Stuttgart, (DE)
PATENT (CC, No, Kind, Date): EP 301221 A2 890201 (Basic)
EP 301221 A3 900131
EP 301221 B1 930929
APPLICATION (CC, No, Date): EP 88109619 880616;
PRIORITY (CC, No, Date): US 80371 870731
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: G06F-009/46;
ABSTRACT WORD COUNT: 163

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language Update Word Count
CLAIMS B (English) EPBBF1 670

CLAIMS B (German) EPBBF1 667
CLAIMS B (French) EPBBF1 857
SPEC B (English) EPBBF1 10048
Total word count - document A 0
Total word count - document B 12242
Total word count - documents A + B 12242

...SPECIFICATION XA execution. This job data set also contains the records written to the SYSOUT data set.

A **job** management record (JMR) 44 control block is built during input service processing and contains the job accounting...

...is completed and others may be generated for the job. These elements become the "output queue".

A **job track** allocation (JTAT) 48 is **created** and is a list of spool **track** groups allocated to a **job** .

There are other job related control blocks that are not necessary to discuss for an understanding of the implementation of the invention described herein.

Since no JCT is **created** with **JOB0** , **JOB0** is ineligible for scheduling by JSS because there are no scheduler elements. (That is, the JDAB will...

...can be processed by the output service:

1. all internal reader data sets;
2. spinoff data sets **created** by JES3 DSPs; and
3. **jobs submitted** from other systems via a systems network architecture/network job entry network. The spinoff data sets that were **created** by **jobs** executing in MVS/XA and that are stored on **JOB0** are **submitted** directly to JES3 output service using internal reader programs.

Internal Reader Processing: MVS/XA processes data sets...

37/3,K/18 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00945886 **Image available**
TASK MANAGEMENT SYSTEM
SYSTEME DE GESTION DE TACHES
Patent Applicant/Assignee:
KONINKLIJKE PHILIPS ELECTRONICS N V, Groenewoudseweg 1, NL-5621 BA Eindhoven, NL, NL (Residence), NL (Nationality)
Inventor(s):
SHTEYN Yevgeniy E, Prof. Holstlaan 6, NL-5656 AA Eindhoven, NL,
Legal Representative:
GROENENDAAL Antonius W M (agent), Internationaal Octrooibureau B.V., Prof. Holstlaan 6, NL-5656 AA Eindhoven, NL,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200280058 A1 20021010 (WO 0280058)
Application: WO 2002IB1015 20020329 (PCT/WO IB0201015)
Priority Application: US 2001823141 20010330
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
JP
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
Publication Language: English
Filing Language: English
Fulltext Word Count: 3906

Fulltext Availability:
Detailed Description

Detailed Description
Task management system
FIELD OF THE INVENTION
The present invention generally relates to a system for managing

scheduled tasks , and more particularly to a **task management** system wherein reminders to perform a **scheduled task** requiring the movement of an object are **generated** and cancelled based on the movement or location of the object. The invention relates in particular but not exclusively to
a home **network** environment
BACKGROUND OF THE INVENTION
Many routine tasks performed at home or at work involve the periodic...US 000014) filed 3/6/00 for Erik Ekkel et al., for PERSONALIZING CE EQUIPMENT CONFIGURATION AT **SERVER** VIA WEBBRIEF DESCRIPTION OF THE DRAWINGS.
The invention is Ru-ther explained below, by way of example...according to the
present invention; and
Figure 2 is a schematic diagram of another embodiment of a **task management** system according to the present invention.

1 5
DETAILED DESCRIPTION OF EMBODIMENTS OF THE INVENTION
The embodiments...

...chosen to enable one skilled in the art to practice the invention.

The invention relates to a **task management** system for use in a home environment. The system manages a ...remotely detectable by the sensor. The system preferably has software for enabling the user to program the **scheduler** , e.g., as to which **tasks** to be managed and the time schedule for messaging. The system may also receive data via a data network, e.g., the Internet, from a remote server for programming the **scheduler** . The system preferably manages multiple **tasks** involving the user moving multiple objects. Tasks can be conditionally interrelated, e.g., IF task #1 THENThe invention also relates to software for use on a home **network** . The
software receives first input data associated with a presence or absence of an object, and second **input** data representative of a **scheduled task** that involves the user moving the object.

The software comprises a scheduler application for generating output data for alerting the user to the task.

Referring to Figure I. a **task management** system 1 0 according to the present invention generally includes a sensor 14, and an indicator 16 Sensor 14 cooperates with indicator 16 and a monitoring component or home **network** 12 including a program 19. Indicator 16 comprises, e.g., a radio frequency, passive device for identifying...

37/3,K/19 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00931312 **Image available**
METHOD AND APPARATUS PROVIDING CONVERGENT SOLUTION TO END-TO-END, ADAPTIVE BUSINESS APPLICATION MANAGEMENT
PROCEDE ET APPAREIL DONNANT UNE SOLUTION CONVERGENTE A UNE GESTION D'APPLICATION COMMERCIALE ADAPTATIVE, DE BOUT EN BOUT
Patent Applicant/Assignee:
UNITED PAN-EUROPE COMMUNICATIONS N V, Beech Avenue 100, 1110 PW Schiphol Rijk, Postbus 74763, NL-1070 BT Amsterdam, NL, NL (Residence), NL (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
WHITEHEAD Susan, Eikendael 22, NL-2245 BL Wassenaar, NL, NL (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
SLINGSBY Philip Roy (et al) (agent), Page White & Farrer, 54 Doughty Street, London WC1N 2LS, GB,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200265360 A2 20020822 (WO 0265360)

Application: WO 2002IB1220 20020211 (PCT/WO IB0201220)
Priority Application: US 2001269007 20010215; US 200129366 20011219
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI
SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 16701

Fulltext Availability:
Detailed Description

Detailed Description
... in an
operational organized breakdown of a back office section
236, a customer care section 238, and **network**
provisioning and operations section 240. The main
components of the back office section 236 comprises the The **workforce**
management section 134 preferably comprises
ClickSchedule' software. However, in alternate
embodiments, any suitable type of software could be used.

The **workforce** **management** section 134 is adapted to
schedule and manage the **employee** **work** force of the
supplier for all the telecommunications systems
including, in the embodiment shown, television, telephone
and...

37/3,K/30 (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00822579 **Image available**
METHOD AND APPARATUS FOR PROVIDING DISPATCH SERVICES UTILIZING STANDARD COMMUNICATIONS MECHANISMS
PROCEDE ET APPAREIL PERMETTANT DE FOURNIR DES SERVICES DE DISTRIBUTION PAR UTILISATION DE MECANISMES DE COMMUNICATION STANDARD
Patent Applicant/Assignee:
EDISPATCH COM WIRELESS DATA INC, 215-4400 Dominion Street, Burnaby, British Columbia V5G 4G3, CA, CA (Residence), CA (Nationality)
Inventor(s):
LO Billy, 39-6700 Rumble Street, Burnaby, British Columbia V5E 4H7, CA,
TASALLOTI Mathew, 25-20630 118th Avenue, Maple Ridge, British Columbia V2X 0S1, CA,
HEAD Bradley, 1754 Haultain Street, Victoria, British Columbia V8R 2L2, CA,
QUAN Gary, 2853 Eton Street, Vancouver, British Columbia V5K 1K4, CA,
LI Hongjun Michael, 5220 Carleton Court, Burnaby, British Columbia V5H 2N5, CA,
MORIN Christian, 911-1331 Alberni Street, Vancouver, British Columbia V6E 4S1, CA,
TOUHEY Thomas, 1196 Esquimalt Avenue, West Vancouver, British Columbia V7T 1K1, CA,
Legal Representative:
VERMETTE & CO (agent), Box 40, Granville Square, 200 Granville Street, Suite 230, Vancouver, British Columbia V6C 1S4, CA,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200156241 A2 **20010802** (WO 0156241)
Application: WO 2001CA144 20010130 (PCT/WO CA0100144)

Priority Application: CA 2297708 20000131
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
AE AG AL AM AT AU AZ BA BB BG BR BY BZ CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 8388
Patent and Priority Information (Country, Number, Date):
Patent: ... **20010802**
Fulltext Availability:
Detailed Description
Publication Year: **2001**

Detailed Description
... responsible for tasks such as creating and entering jobs to be dispatched, assigning 35 jobs to field **workers** , monitoring the status and progress of jobs and reassigning jobs.

3
The Admin Client is responsible for...

...maintenance of the parameters of the system such as work zones, user accounts, vehicle records, service records, **worker** attributes, vehicle 5 attributes and patron addresses.

The Service Provider Client is an entity responsible for providing...
...tasks of each.

The Customer Computer System is responsible for interfacing with a particular customer's accounting, **work management** and **scheduling** systems thereby allowing a customer to administer their information within the Dispatching System.

At least one of...

...personal computer (PC) capable of running a standard web browser. The WEB System clients access the Dispatch **Server** over the Internet. Each WEB System client will be able to access client specific pages from the Dispatch **Server** . If the Dispatch Client is the only WEB System client, the Dispatch Client will have access to all of the client pages in order to carry out all of the WEB System responsibilities.

Mobile **Worker** System
The Mobile **Worker** System interface consists primarily of a plurality of Mobile **Worker** Clients. In 4
addition, the mobile **worker** system generally includes at least one Wireless **Network** and may include at least one Wireless Proxy **Server** .

The Mobile **Worker** Clients are wireless RF devices capable of running either a full browser or a micro browser. These...

...Mobile Worker
Clients represent actual mobile workers in the field.

The Mobile Worker Clients access the Dispatch **server** either through the Internet, through a Wireless **Network** or through the combination of a Wireless Network and a Wireless Proxy Server. The Mobile Worker Clients...the Service Provider Web Pages 201 via communications link 254 across the Internet 225 to the Web **Server** 205 of the Dispatch **Server** 200.

After logging onto the system, a "Service Provider Application" is invoked causing HTML, HDML or WAP...
...of URLs from the Service Provider Web Pages 201.

Through the Service Provider Client 235, the Web **Server** 205 invokes service provider scripts to cause the 22
Dispatch Application Logic 210, via link 261, to...

...a company's eDAPI access information;
fetch all eDAPI accounts for a company;
create a new mobile **worker** device;
update information for a mobile **worker** device;
either fetch mobile **worker** devices, or all company Is devices, or a specific mobile **worker** device; and
delete a mobile **worker** device.

The Service Provider Functions 208 may cause one or more transactions to Service Provider Tables 223...

...System
The Customer Computer System 237 is the component responsible for interfacing with the customer's accounting, **work management** or **scheduling** systems, and the one used to get information into or out of the Dispatch **Server** 200 via link 238 via the Internet 225 through the eDAPI Interface 239. The Customer Computer System...

...exchange mechanism
which can be used to up-load user, attribute or service accounts into the Dispatch **Server** 200, or to download 23
historical trans-actions from the Dispatch **Server** 200 to the customer's internal systems for purposes such as billing. The Customer Computer System 237...

37/3,K/34 (Item 18 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00796989 **Image available**
A SYSTEM AND METHOD FOR ONLINE SCHEDULING AND SHIFT MANAGEMENT
SYSTEME ET PROCEDE D'ETABLISSEMENT DU CALENDRIER DE TRAVAIL ET DE GESTION DES HORAIRES EN LIGNE
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Detailed Description
A SYSTEM AND METHOD FOR ONLINE
SCHEDULING AND SHIFT MANAGEMENT
BACKGROUND OF THE INVENTION
Among known **employee** and workforce management systems used for scheduling and managing personnel are systems designed to support telephone call...

...forecast future call loads and employee requirements to service such loads. Some of these systems provide a **scheduling** capability which allocates **employee** **work** hours according to forecasted staffing requirements. **Employees** are assigned to fill the **schedules** and **employee** assignments are posted.

Conventional forecasting techniques are computationally-efficient, accurate on a macro scale, e.g., month...

...event that an extrinsic event influences a region covered by the company using such a system. Further, **workforce** **management** systems in the prior art fail to effectively include dynamic **employee** preferences in the **scheduling** process and do not permit an employee to post a proposed change to his or her schedule...

...incorporates extrinsic data. What is further needed in the art is a system and method which allow **employees** remote access to receive **scheduling** information and post proposed changes to the schedule. The present invention satisfies these and other needs.
SUMMARY...

...location based on information received from a number of distributed sources. The system and method assign the **employees** to shifts to fill a **schedule** template while complying with any business and employee constraints that have been specified. Among particular features, the **schedules** that are generated can accommodate employee preferences such as shift requests, leave requests and shift swapping. In...